mypak® SOLUTIONS

software consumables automation

USER GUIDE

A leading Australian end-to-end solution for Dose Administration Aids

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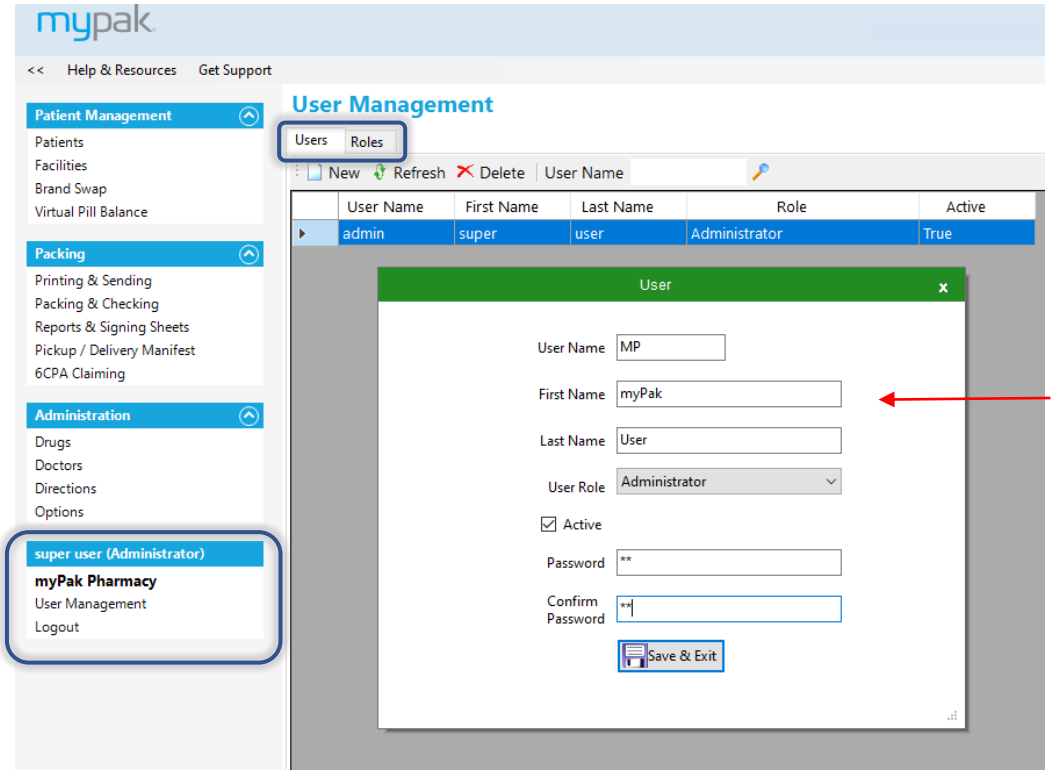
Getting started

Before you start using the myPak software, you are required to create User profiles to give your staff access. This will save all your activity in the history while logged in. Remember to log out when you have completed your tasks.

Select myPak Software icon to open software

1. Enter the below admin user log in detail
2. Select *Login*

3. Select *User Management*
4. Select *Roles* tab to create roles with specific access to various roles in the Pharmacy
5. Select *New*
6. Enter *Role Name* and tick the relevant boxes to grant specific access.
7. Select *Save & Exit*
8. Select *Users* tab to create users and link to applicable role that you have just created.
9. Select *New*
10. Enter *User details* by completing all the applicable fields
11. Select *Save & Exit*



Enter your user log in details here

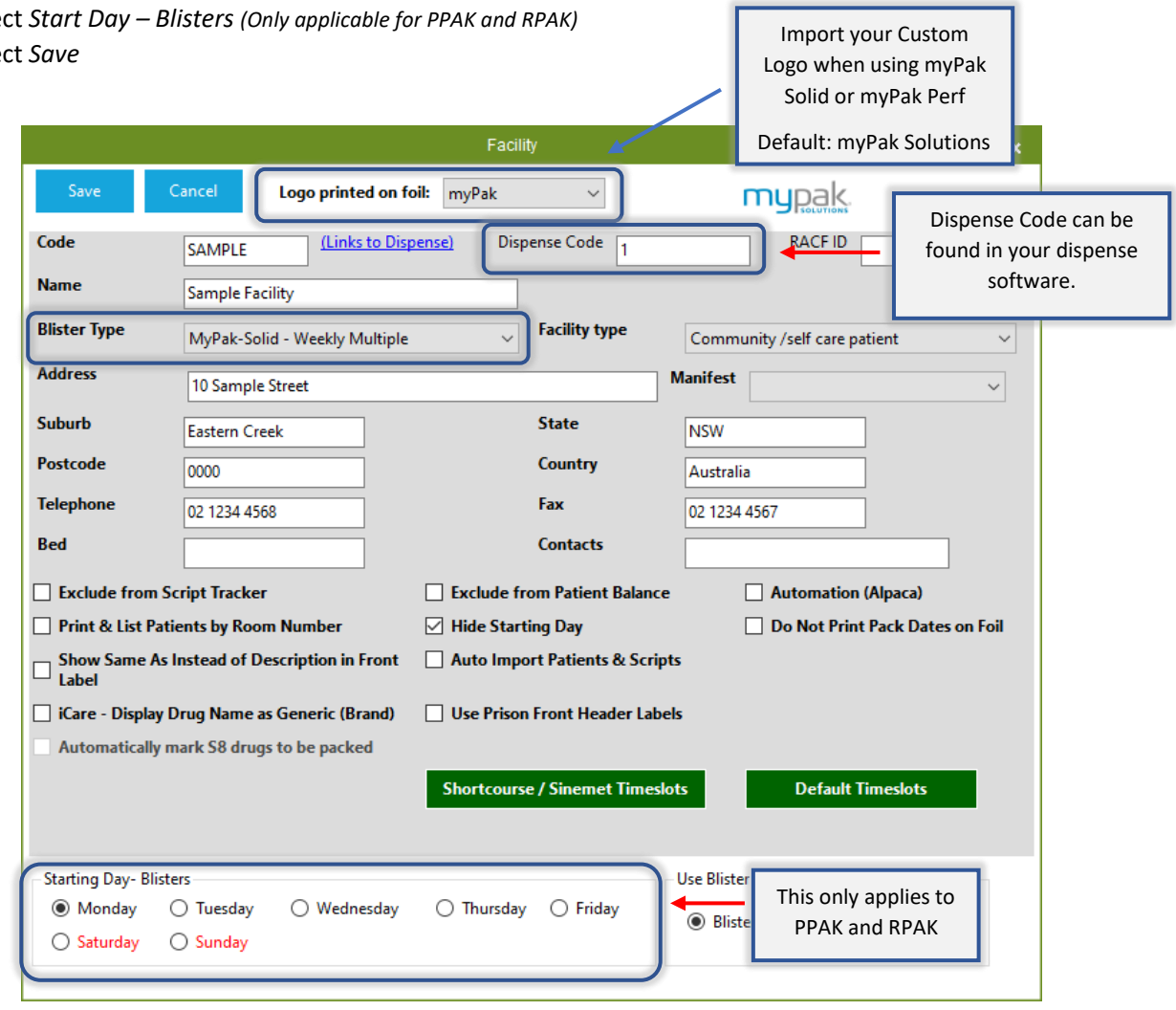
Patient Management

Patient Management allows you to manage your facilities, patient profiles and drugs, import and add new patients. It provides you the flexibility to manage your drugs using Brand Swap and your patient's Virtual Pill Balance.

Facilities

You will need to set-up a facility first to link your patients to the appropriate facility.

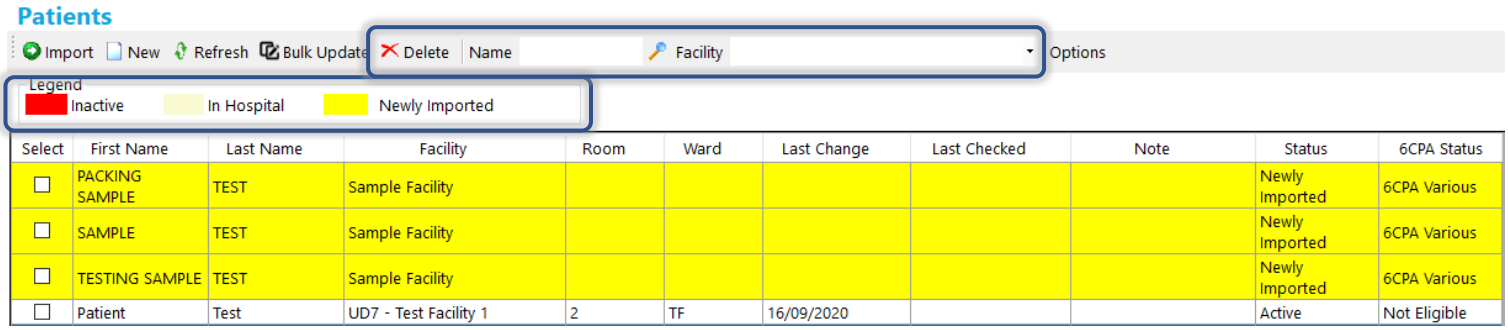
1. Select *Facilities*
2. Select *New*
3. Enter in facility *Code*
4. Enter in *Dispense Code* *(Only applicable for Premium. This will link the facility in your dispense software)*
5. Enter in *Name* and other applicable details.
6. Select *Blister Type* to be packed by this facility.
7. Select *Facility Type*
   The following details will print on front of header card:
   a. Community/self-care patient: Patient's name and address
   b. Nursing Home/hostel – patients cared for: Patient's name, facility and room number
8. Select *Manifest* for pick-up for delivery reporting purposes
9. Select *Default Time-slots* to adjust the name of each time-slot you wish to appear on the foil and blister.
10. Select *Start Day – Blisters* *(Only applicable for PPAK and RPAK)*
11. Select *Save*



Patients

Once the facilities have been set-up, patient's profiles can now be manually created or imported from your dispense software.

- Patients that are highlighted in white on the Patient list indicates they are active.
- Other status includes faint yellow – In Hospital, Yellow – Newly Imported and Red – Inactive/Deceased
- To search for patient, enter in either patient's First/Last name in the *Name* field.
- To display all patients within a specific facility, select *Facility* from the drop-down box.

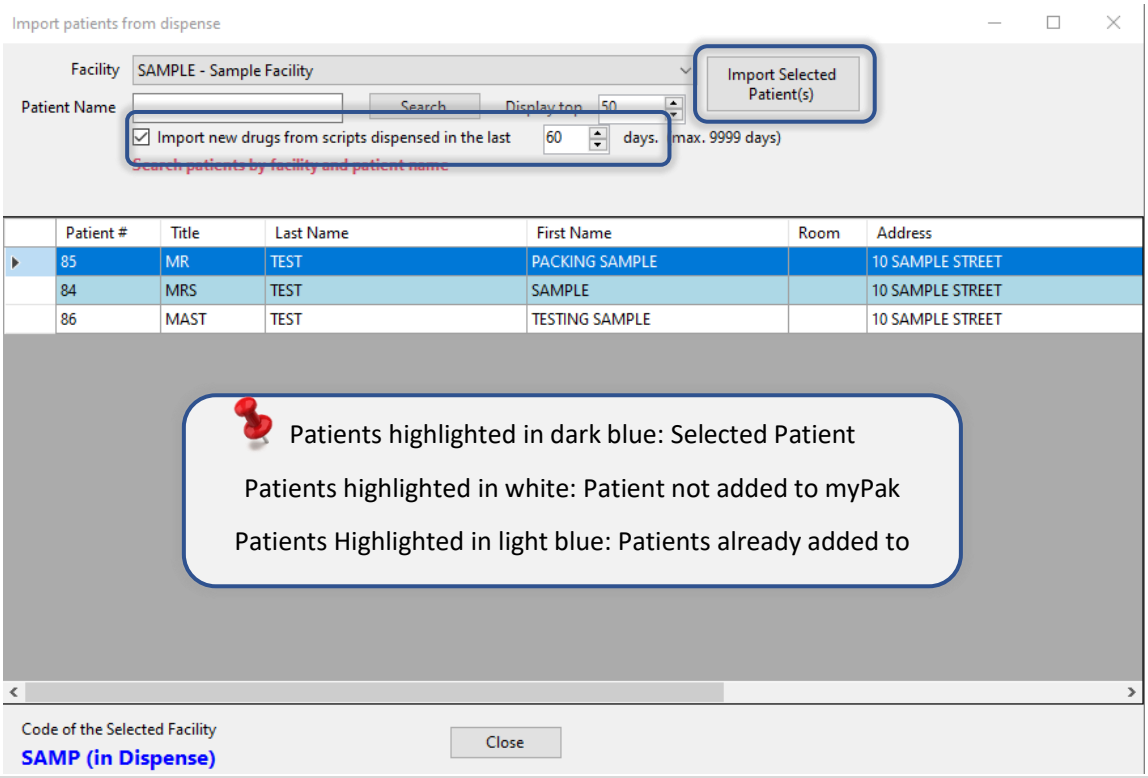


Select	First Name	Last Name	Facility	Room	Ward	Last Change	Last Checked	Note	Status	6CPA Status
☐	PACKING SAMPLE	TEST	Sample Facility						Newly Imported	6CPA Various
☐	SAMPLE	TEST	Sample Facility						Newly Imported	6CPA Various
☐	TESTING SAMPLE	TEST	Sample Facility						Newly Imported	6CPA Various
☐	Patient	Test	UD7 - Test Facility 1	2	TF	16/09/2020			Active	Not Eligible

There are 2 options on how to enter a patient's profile into the myPak software.

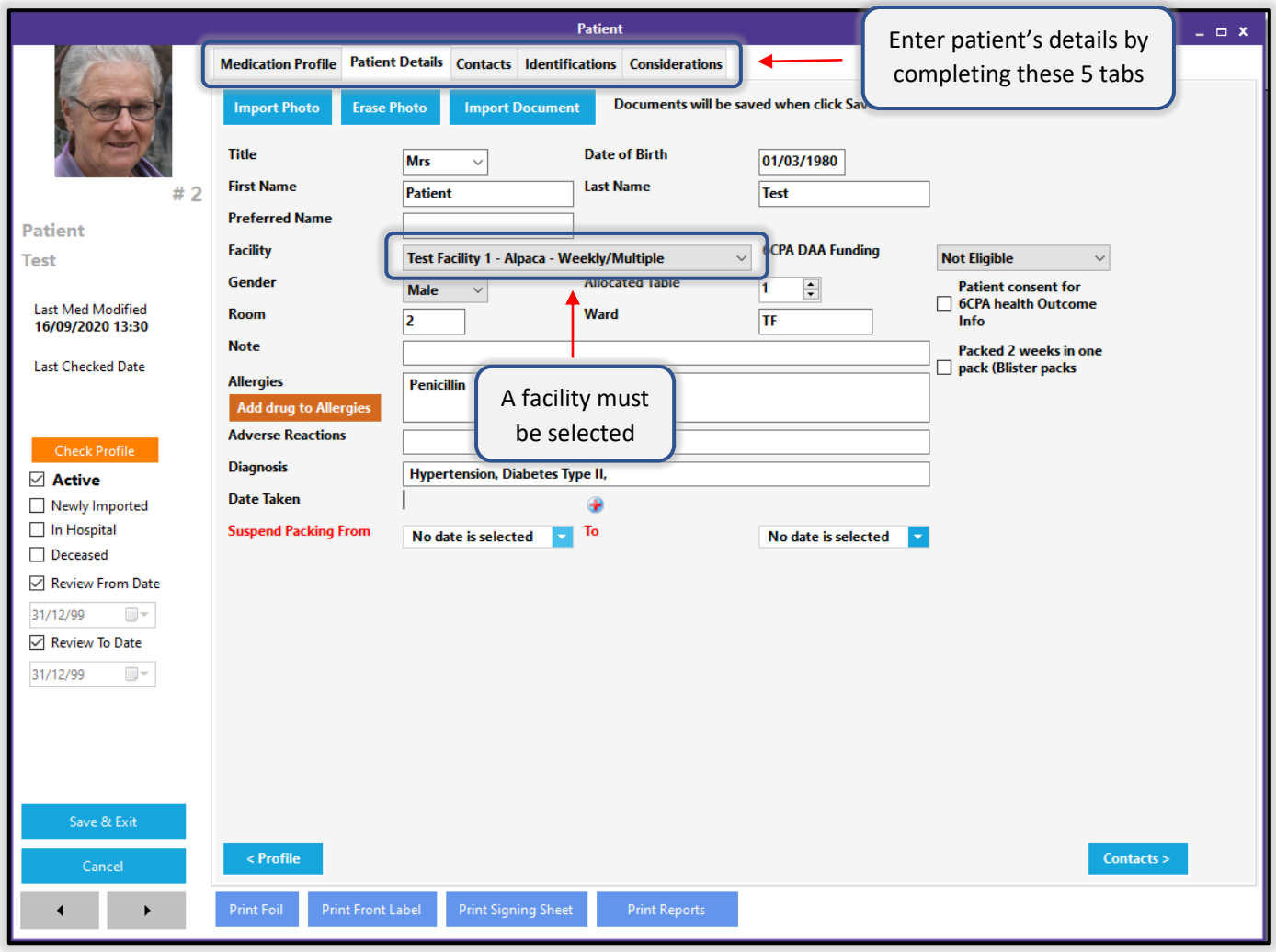
Option 1: Import Patient's details from your Dispense software. *Please note this feature is only available with myPak Premium.*

1. Select *Patients*
2. Select *Import*
3. Select *Facility* you wish to assign the patient to
4. Select *Search*
   Import new drugs is selected by default. This will add any drugs dispensed in the last selected amount of days.
5. Select the patient/s from the list to be imported. (ctrl + select to highlight multiple patients)
6. Select *Import Selected Patient(s)*
7. Select *Close*



Option 2: Add a new Patient manually

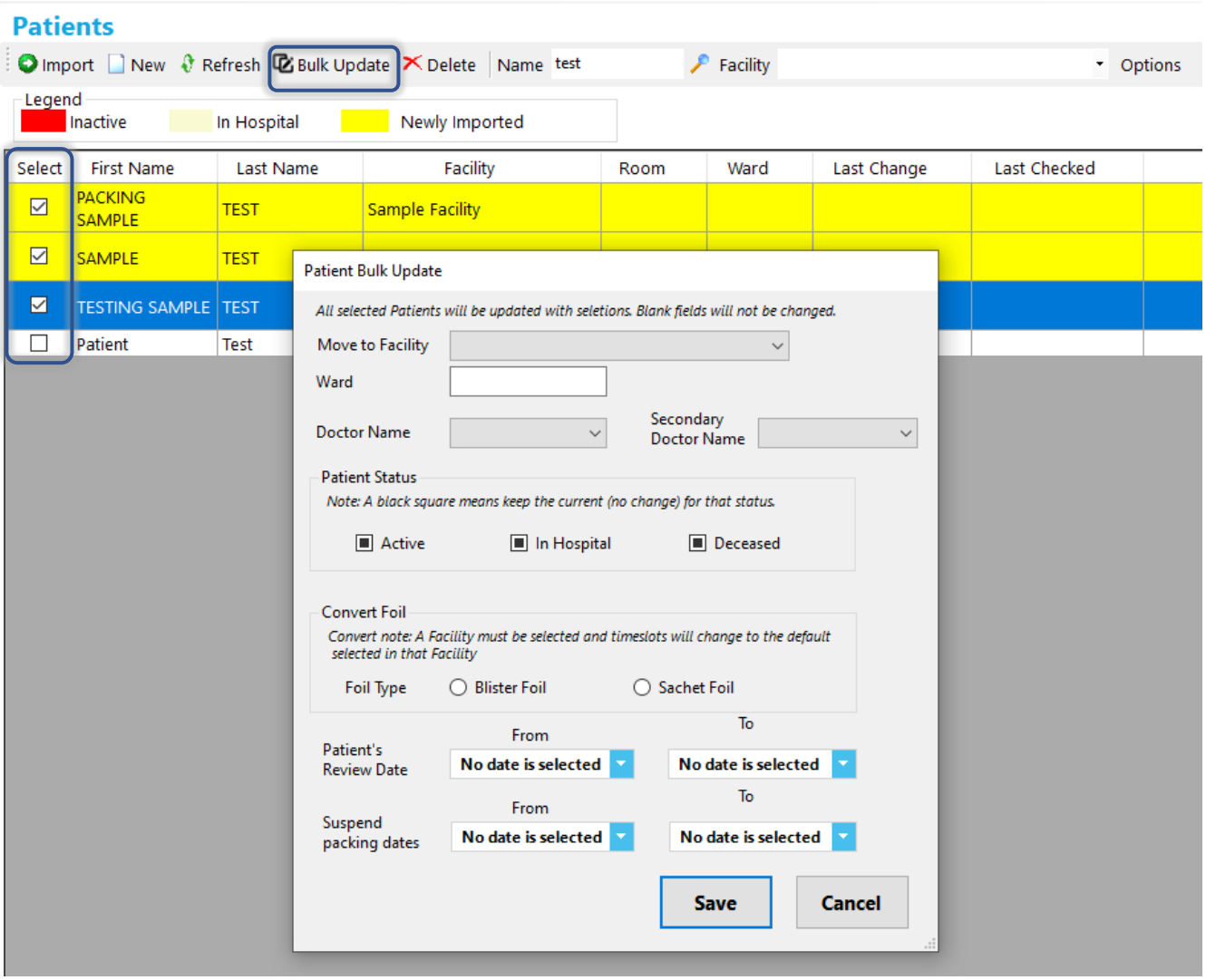
1. Select *Patients*
2. Select *New*
3. Enter the patient's details by completing the 5 applicable tabs
4. Select *Save & Exit*



Bulk Update Multiple Patients Details:

This function is used to update multiple patient's details at the same time.

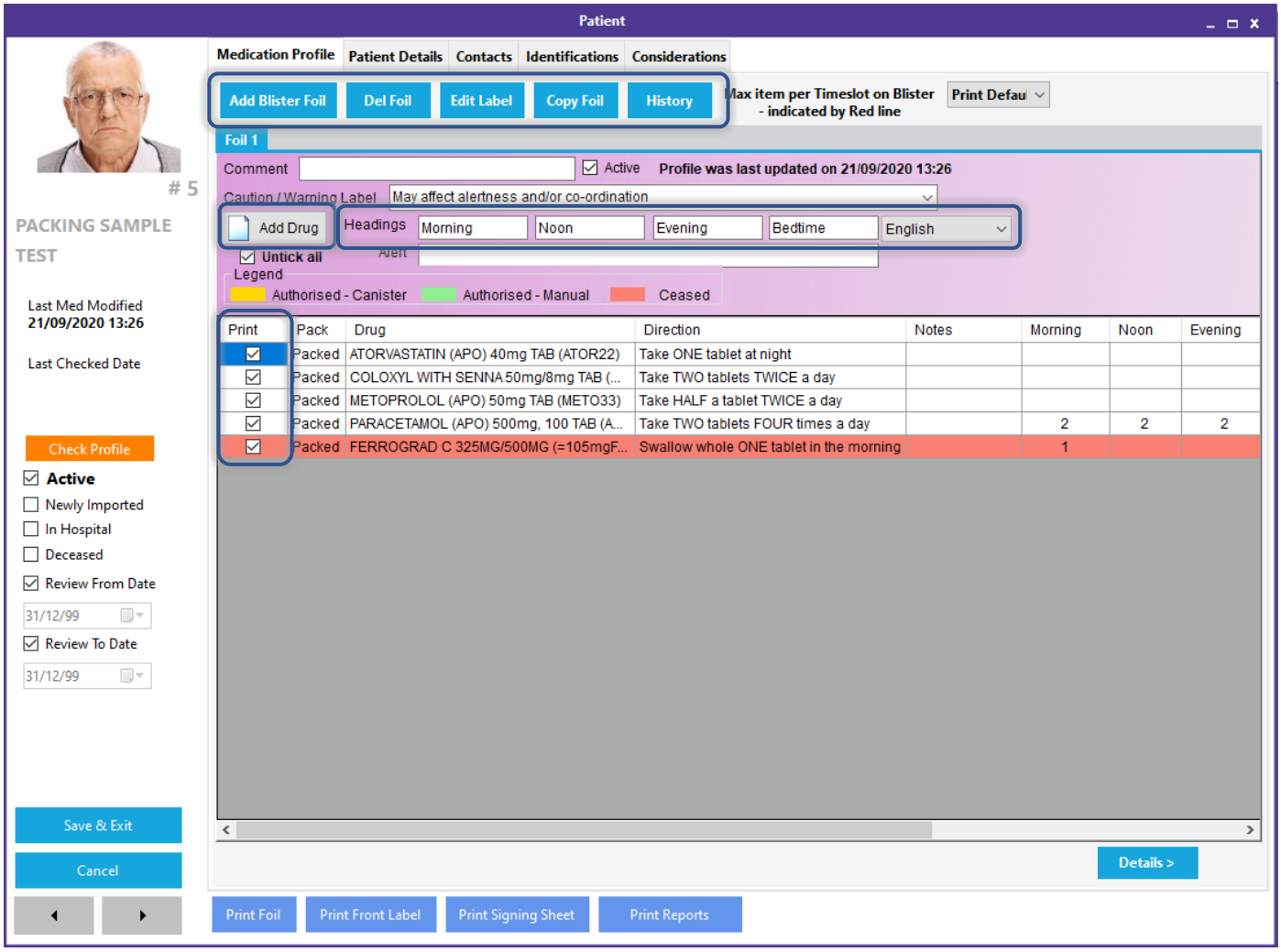
1. Select the Patient you wish to update in bulk by selecting the tick box beside the *First Name* column.
2. Select *Bulk Update*
3. Complete all the fields your wish to bulk update for all selected patients
4. Select *Save*



Navigate Patient Profile

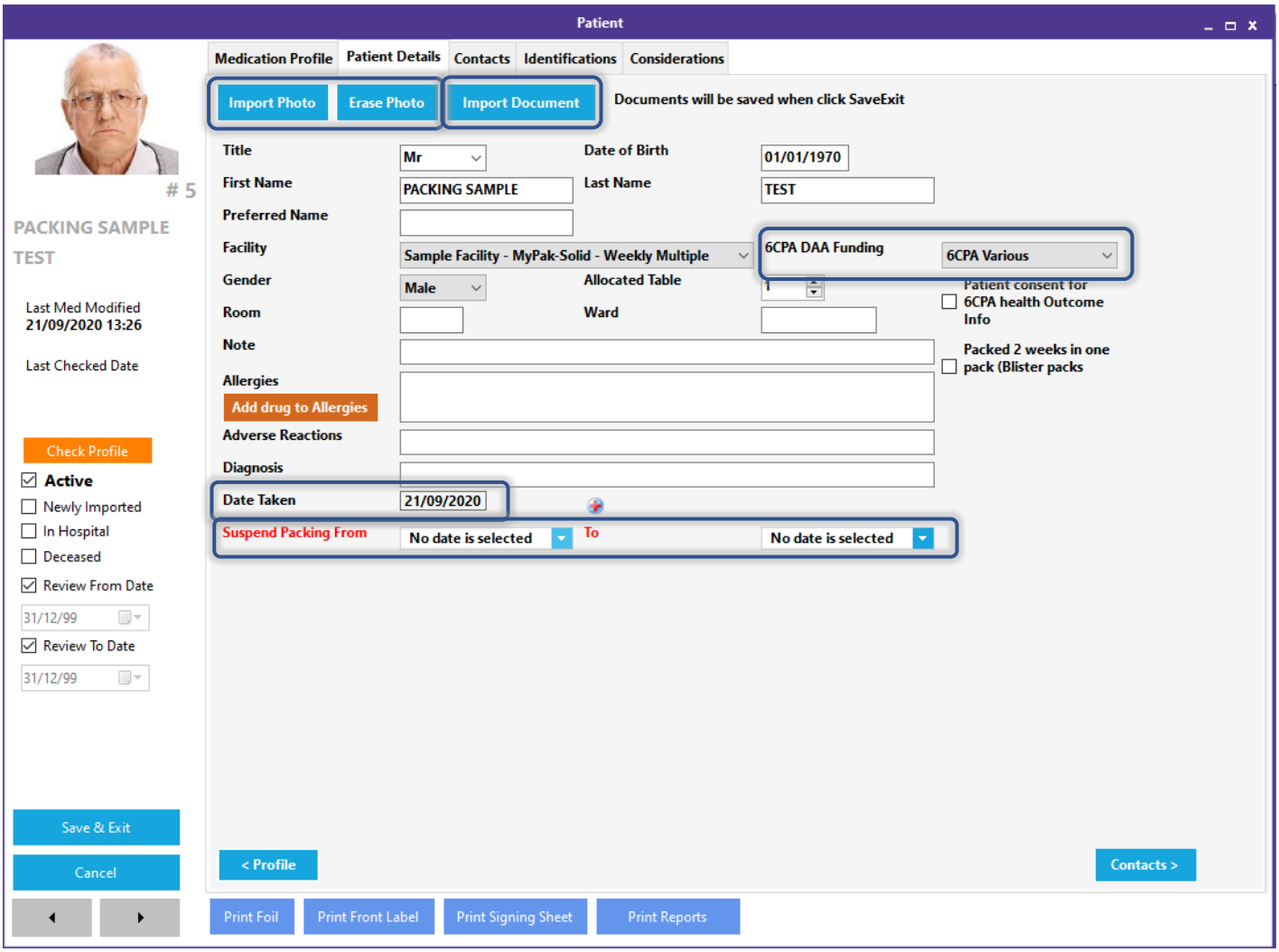
Medication Profile Tab

- *Add Blister Foil, Del Foil, Edit Label, Copy Foil:* To make adjustments to the foil
- *History:* Historical log indicating all medications added, changed, ceased by specific user
- *Add Drug:* Add a medication manually by entering drug name. Alternatively select *Import from dispense*
- *Headings:* Manually change the default mealtime headings and select a language from the drop-down box if applicable.
- *Print* tick-box: Un-ticked medications will **NOT** print on Blister Pack labels/Foils, certain reports and signing sheets. Use the *Untick All, Tick All* or manually tick the medication applicable.



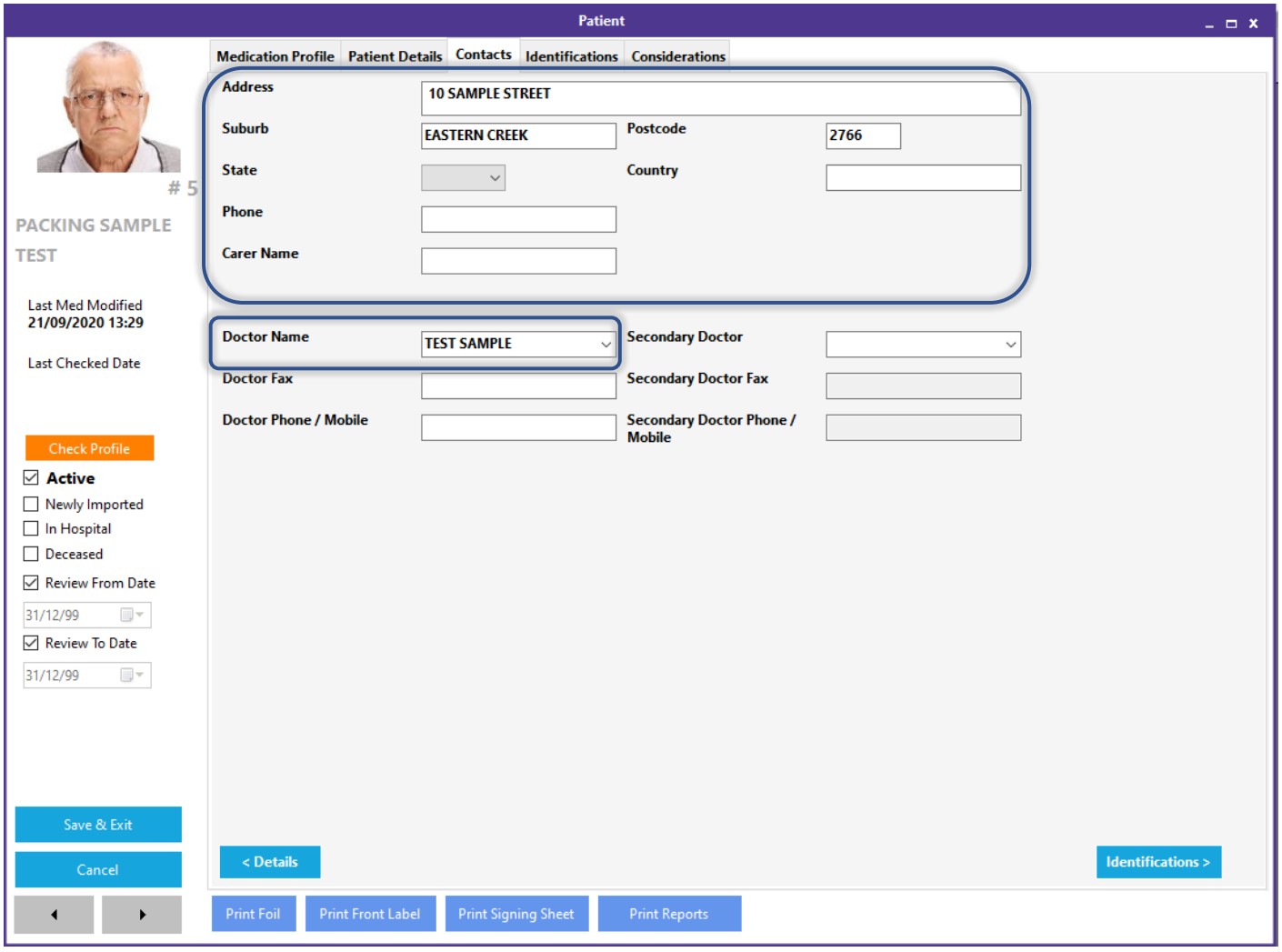
Patient Details Tab

- *Import Photo/Erase Photo*: Add or delete patient photos. Size Limit: 300KB
- *Import Document*: Documents in form of PDF, Word/Excel can be imported to save to patient's profile. Size limit: 50MB/file. Total limit for all files: 180MB.
- *Name, DOB, Facility, Gender, Ward* are auto populated when importing Patient's details from your dispense software. Alternatively, they can be added and edited manually.
- *PAA DAA Funding:* Select the options from the drop-down box in order to submit PPA claim.
- *Notes:* Add notes to display in the Notes column on the main Patient List page. It will also print on certain labels for blister packs.
- *Allergies:* Enter the drug or manual text that patient is allergic to. A warning will appear when any drug containing the same text is being added to patient's medication profile.
- *Date Taken:* Select date the photo was taken. This will appear under the patient's photo on certain reports and signing sheets.
- *Suspend Packing From:* Select date you wish to suspend packing from and to. Warning will appear when trying to print foil/labels with pack start date within this date range.



Patient Contacts Tab

- *Address, Suburb, Postcode, State* is auto populated when importing Patient's details from your dispense software. Alternatively, they can be added and edited manually.
- Manually enter in *Country, Phone and Carer Name.*
- *Doctor Name* is auto populated when importing Patient's details from your dispense software however only if a preferred Doctor is assigned to patient's dispense profile. Alternatively, select from the drop-down box to select a different Doctor. You can also enter a new Doctor's name which will be saved for future use. (*Refer to Page 45)*

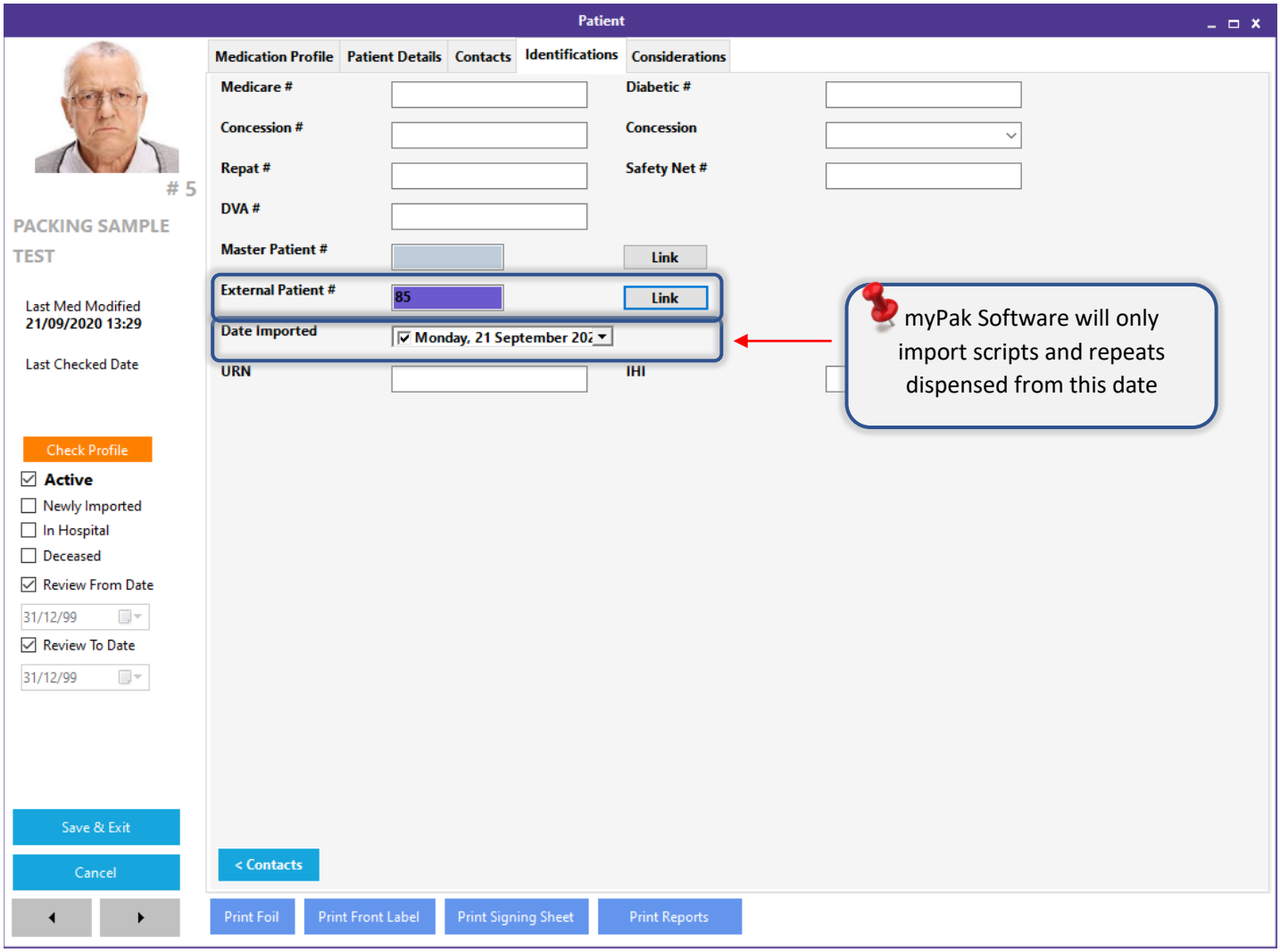


Patient Identification Tab:

- *Medicare* and *Concession* numbers are auto populated when importing Patient's details from your dispense software. Alternatively, they can be added and edited manually.

The following features applies to myPak Premium.

- *External Patient* number is auto populated when importing Patient's details from your dispense software. Alternatively, it can be added and edited manually to link to their Dispense software Profile.
- To add the external patient number manually, select the *Link* button, search for patient's Dispense Software ID Number. The field is now highlighted yellow, enter in the ID Number. Select *Link* again, the field will now be highlighted purple and is now linked to the Dispense Profile.
- *Date Imported:* myPak Software will only import repeats from scripts and repeats dispensed from this date.

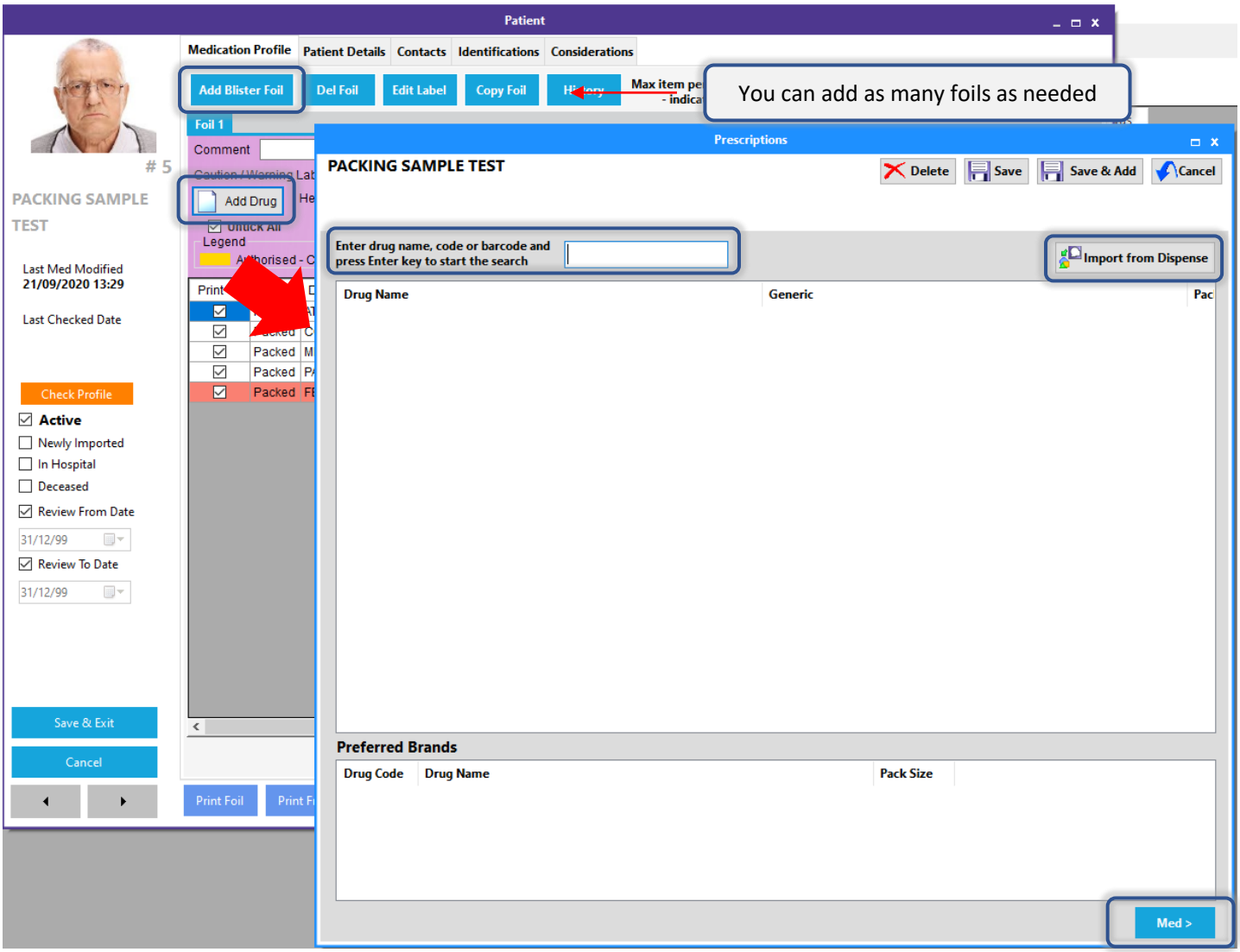


Considerations Tab:

All considerations selected or not selected will display a Y or N when printing NRMC Signing sheets.

Add Drugs and Importing Drugs from your Dispense Software

1. Double Click on Patient's name to open the Patient's profile
2. Select Medication Profile tab
3. Select *Add Blister Foil*
4. Select *Add Drug*
5. Enter drug name manually in the search field and then Enter on your keyboard
6. Alternatively select *Import from Dispense* to import medication from your Dispense software.
7. Select *Med >*

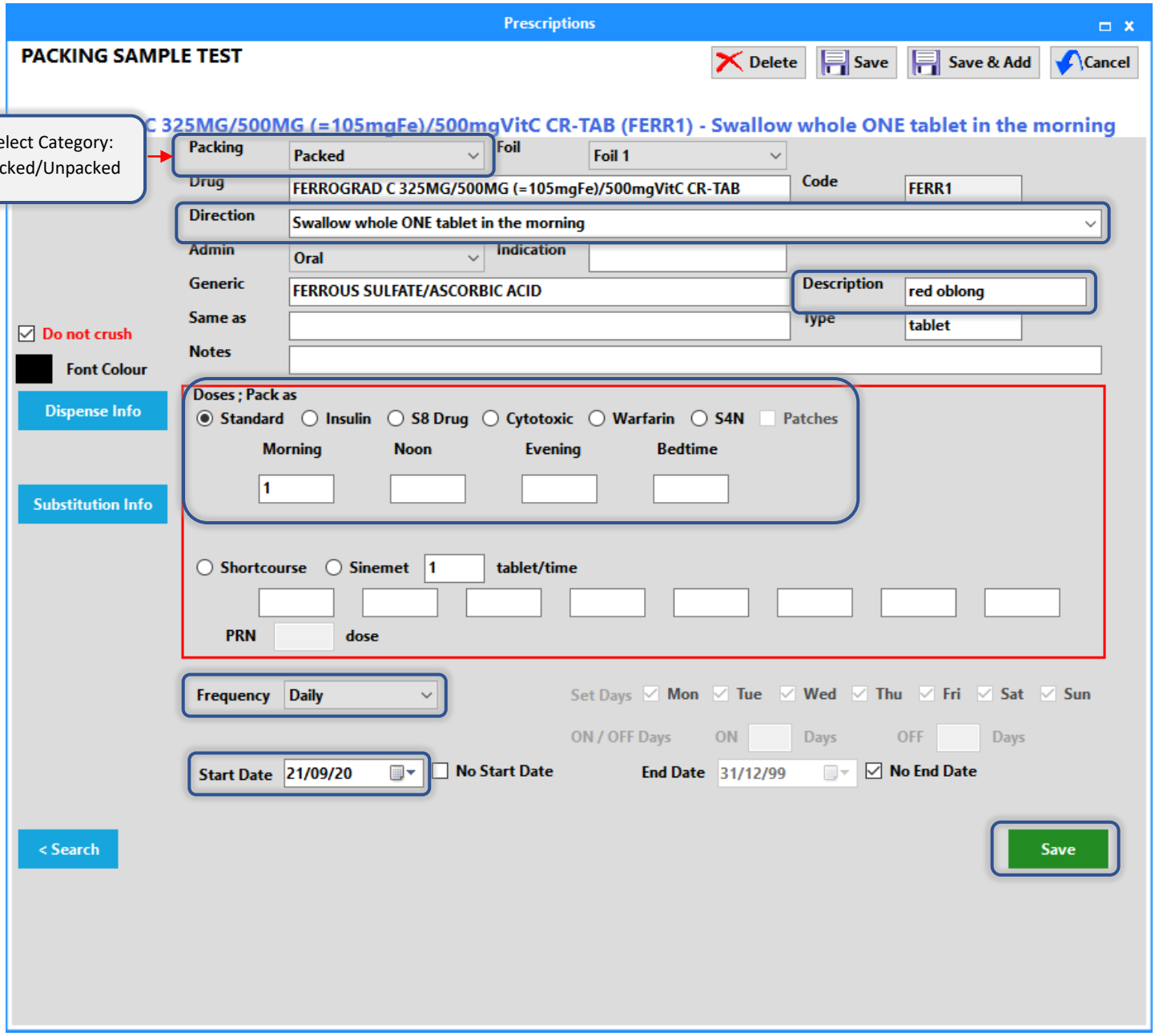


Drugs highlighted in **Orange** are preferred canister drugs to be packed by the Alpaca Robot.

Preferred Manual packed medications are highlighted in **Green**.

Refer to Page 44 to see how to assign the categories.

8. Complete all required fields on the *Prescriptions* screen
   a. *Directions:* This will import from your dispense software. Alternatively, it can be entered and edited manually
   b. *Description:* If blank, enter in description of medication
   c. *Dose*
   d. *Frequency:* Select the applicable options from the drop-down box
   e. *Start Date:* Defaults to the day the medication was added to the medication profile
9. Select *Save*



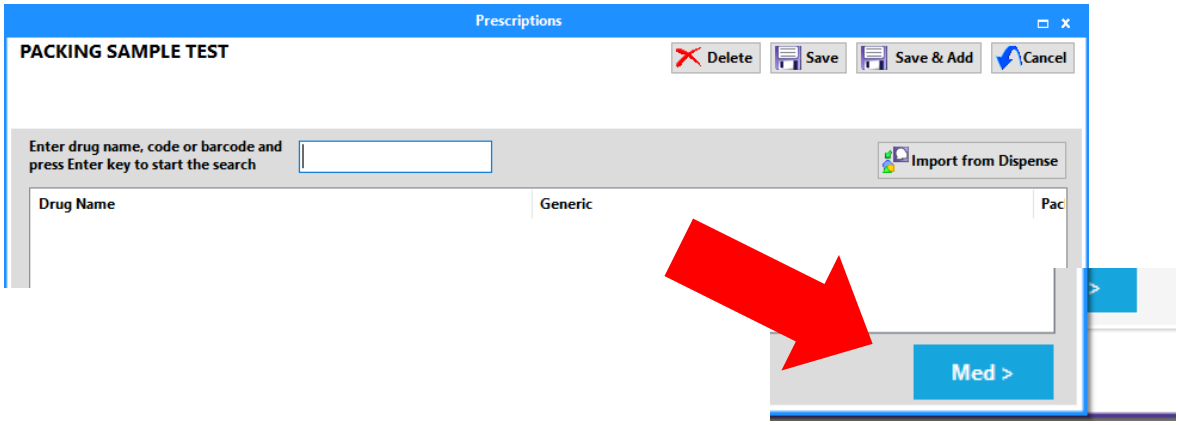
Select *Short course* or *Sinemet* for more medications that exceeds the default 4 time slots. E.g. Madopar.

Enter the time slots in the 8 fields provided. This medication will print on an individual foil/blister.

Manually Creating Drugs

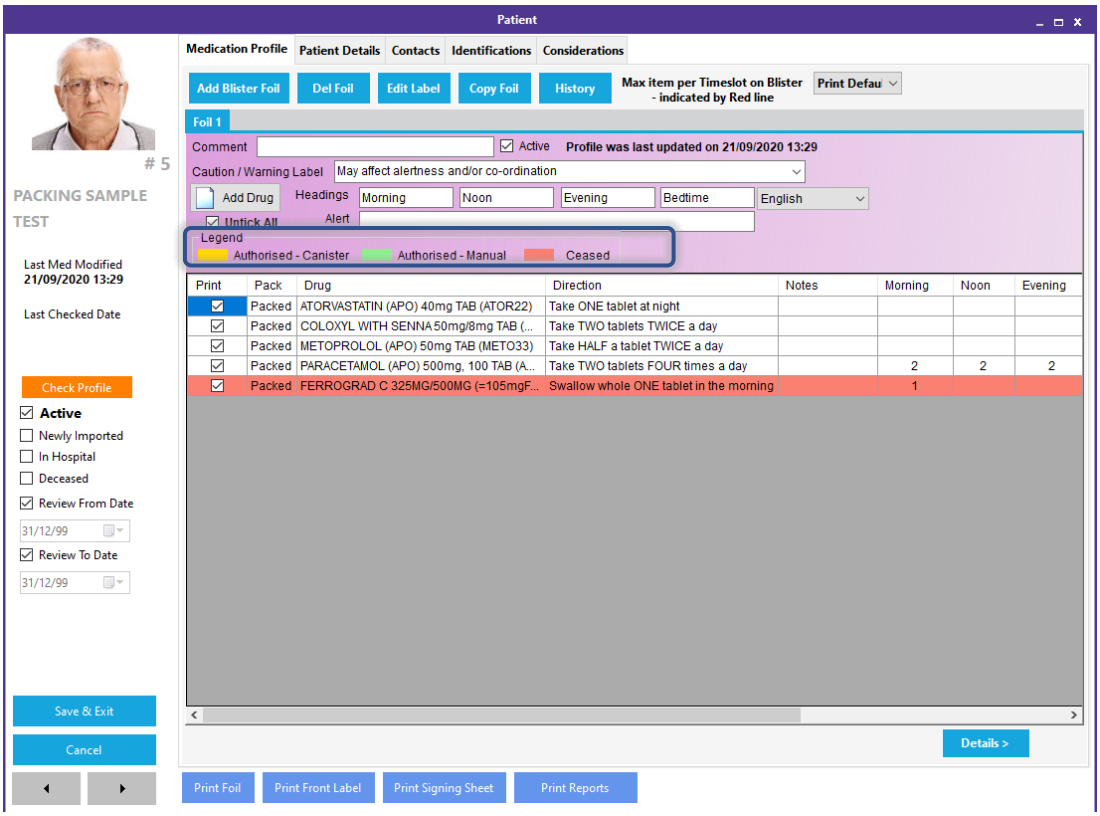
If the medication cannot be found in the software, you can manually add the drug to be used by all your patients.

1. Leave the drug search field blank
2. Select *Med >*
3. Fill in the medication details in the following fields:
    a. Drug
    b. Description
    c. Type
4. Fill in the remaining applicable details (Directions, Dose Times, Frequency etc.)
5. Select *Save*



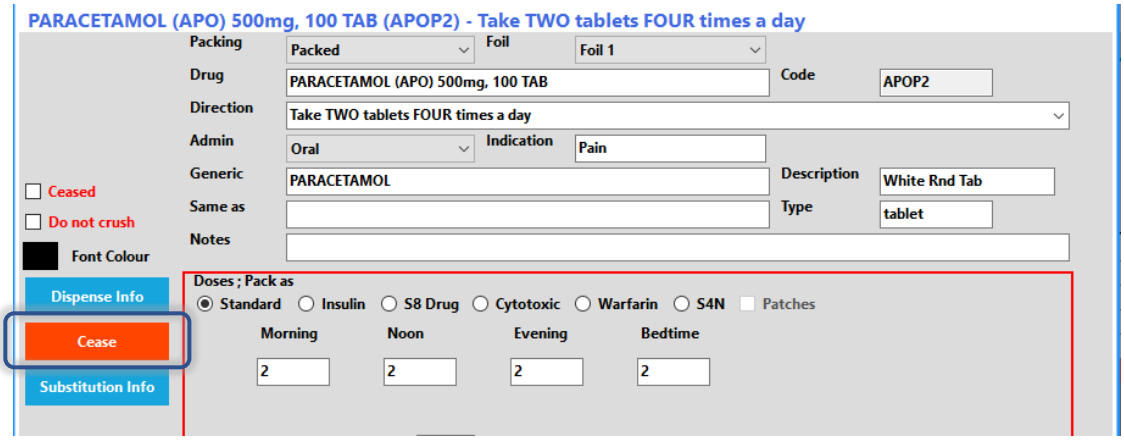
Patient Medication Profile Screen

- Active medications are highlighted in white
- Ceased medications are highlighted in **red**
- Double click on a medication to take you to the edit medication screen



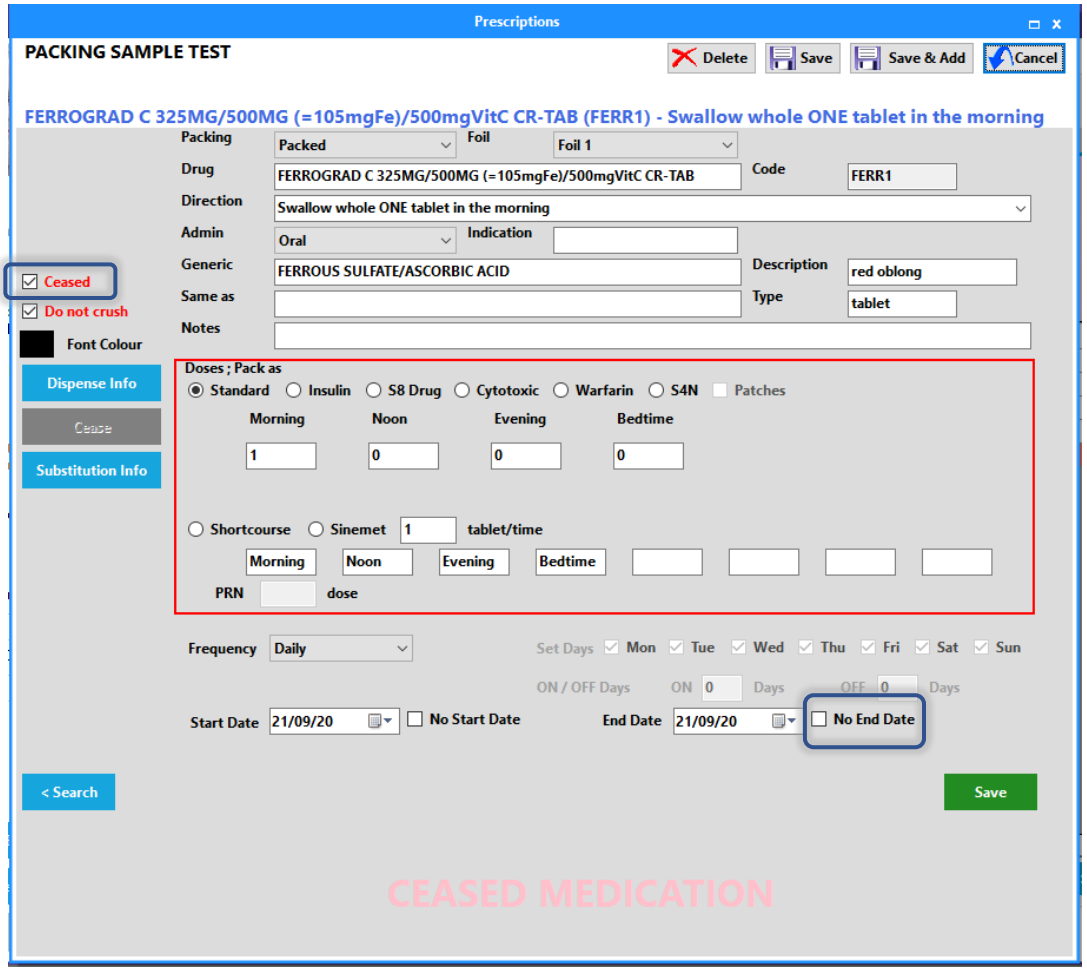
To Cease a Drug

1. Double click on a medication to take you to the edit medication screen
2. Select red *Cease* button
3. Select *Save*



To Re-activate a Ceased Drug

1. Select the ceased medication highlighted in red
2. Untick the *cease tick box*
3. Tick the *No End Date* box
4. Select *Save*

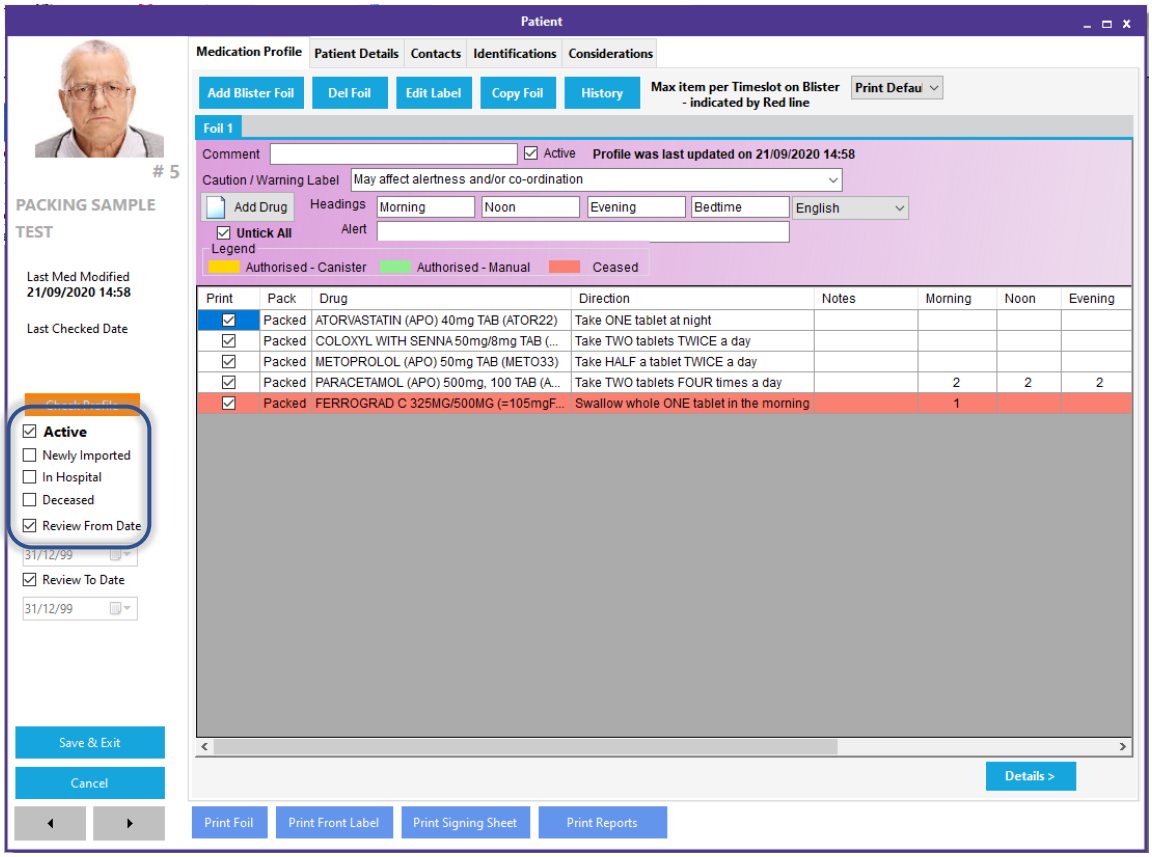


Inactive Patients

Patient's status often changes, being admitted and discharged from hospital, being discharged to deceased. Below are steps on how you can manage the patient's status.

Activate and De-activate Patient Profiles

1. Select Patient by double clicking on their name from the patient list
2. De-select *Active* to change the status to Inactive
3. Select other options e.g. *In Hospital or Deceased* if applicable
4. Select *Save & Exit*

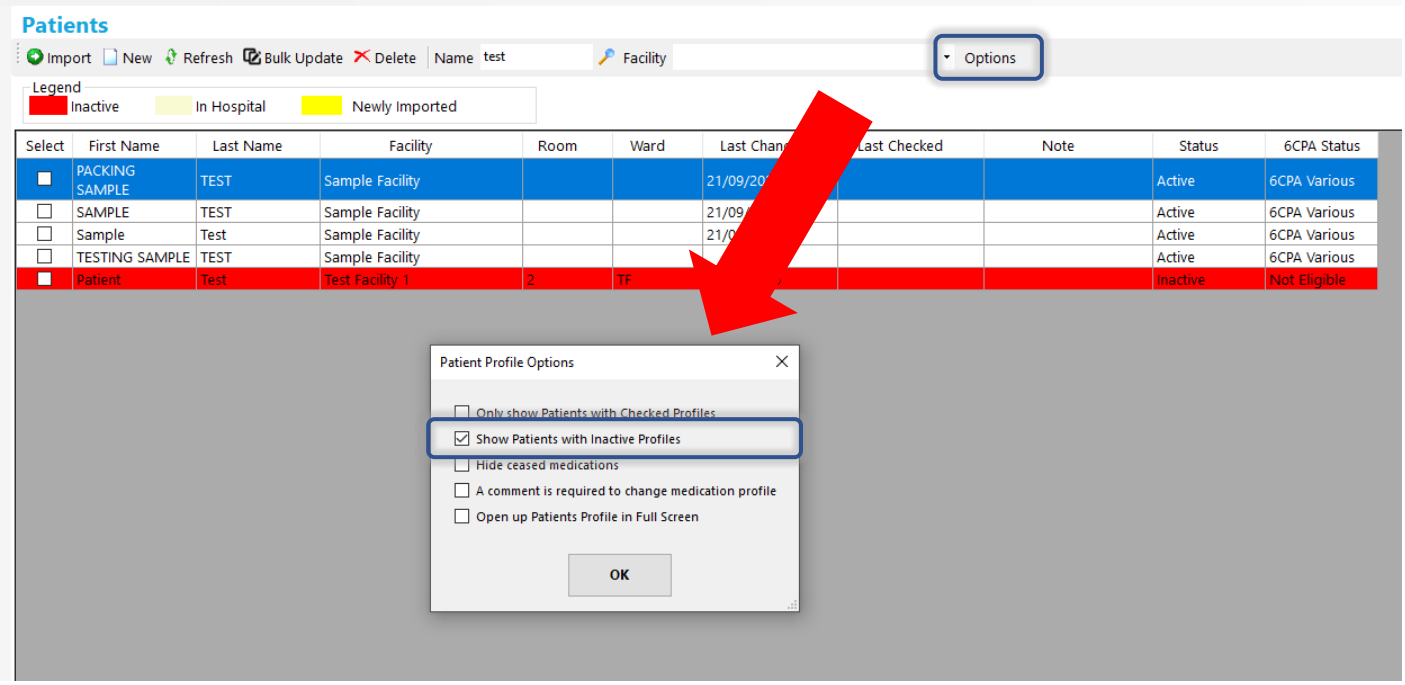


Note: De-activating a patient will mark all the medications in the profile as ceased. You will need to manually activate the medications when the patient's status is changed to active again.

If a patient is in hospital or respite care temporarily, it is suggested to select status *In Hospital* where the medication remains active however patient will not print in the print run until their status changes back to active.

Search for Inactive Patients

1. Select on *Options* from the Patient List screen
2. Select option *Show Patients with inactive profiles*
3. Inactive Patients will appear highlighted **red**

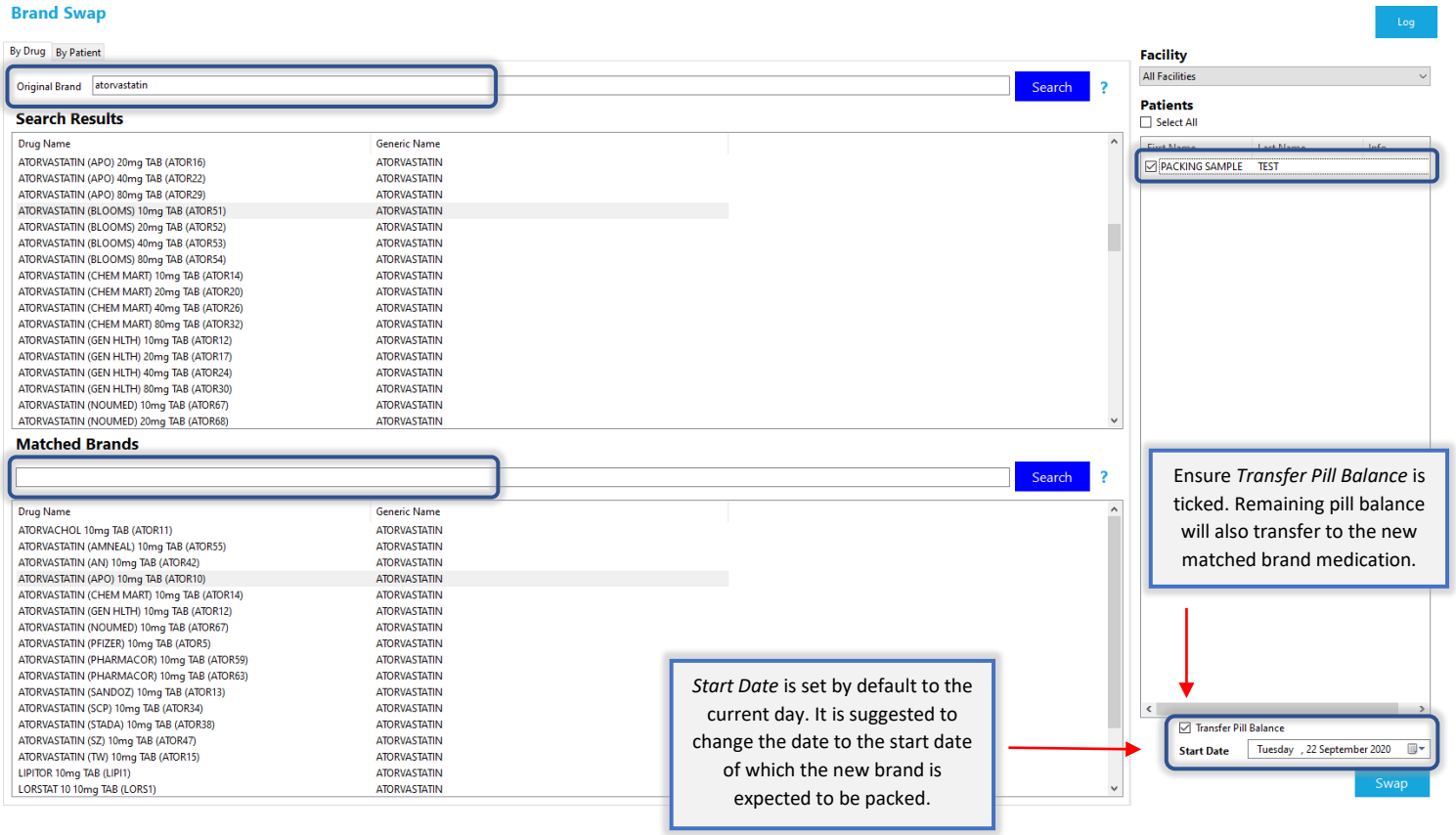


Brand Swap

Often medications go out of stock or a decision has been made to change the existing brand in use. You have the flexibility to swap from one medication brand to another brand with the same strength.

1. Enter in the original brand in the search field
2. Select *Search* button
3. Select the brand by clicking on the medication in the *Search Results* field
4. Select the brand to be swapped by clicking on medication in the *Matched Brand* field
5. Facility is set by default to *All Facilities*, select applicable facility from drop down box if required
6. All patients on selected original brand medication now appears on the list
7. Tick *Select All* or specific patient's name
8. Select *Swap*

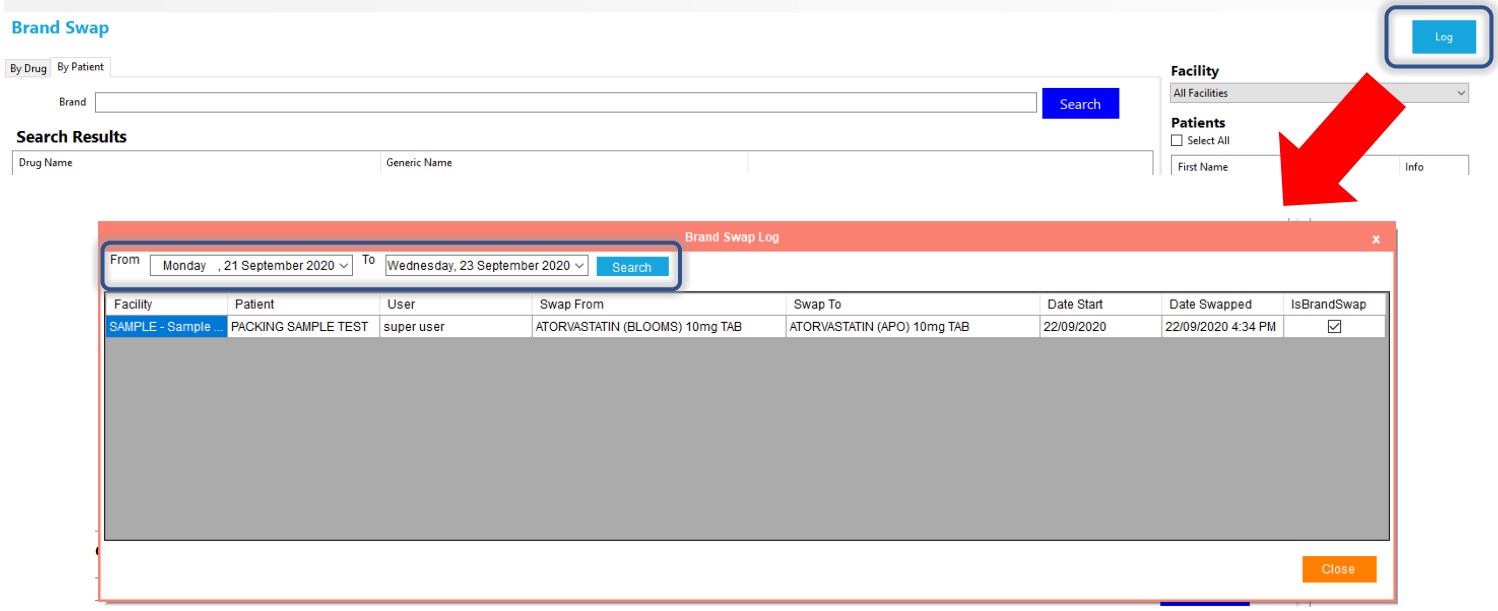
Original brand is ceased. Matched brand will now be added to all selected patient's profiles.



Log

All brand swaps are stored historically in the *Log* function.

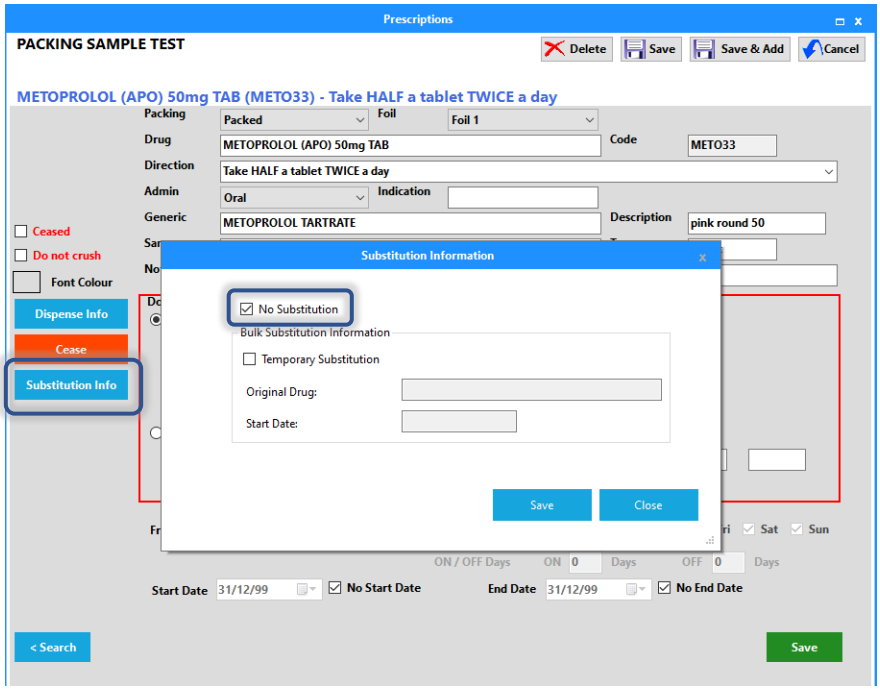
1. Select *Log*
2. Select the date range then select *Search*



No Brand Substitution

There are patients who do not give consent to substitute the original prescribed brand. To prevent the specific patient's brand from being substituted, you can lock the brand so it will not be substituted in Brand Swap.

1. Select Patient from patient list
2. Select Medication that is to be marked *No Substitution*
3. Select *Substitution Info*
4. Tick *No Substitution*
5. Select *Save*



Virtual Pill Balance

Please note this feature is only available with myPak Premium.

Virtual Pill Balance (VPB) is used to manage the balance of your patient's packed medications.

Initial Pill Balance Entry

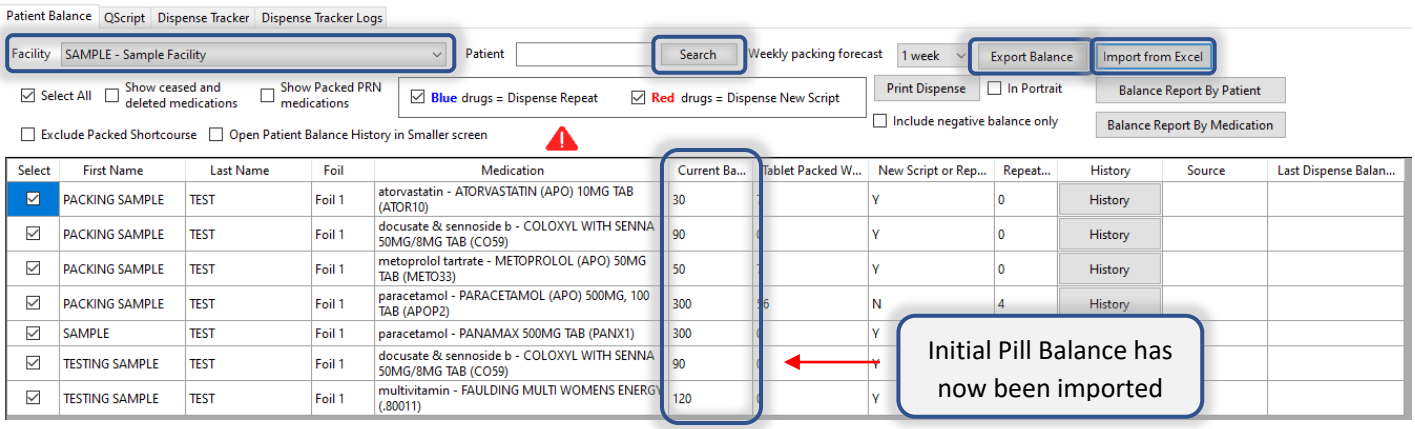
Before you start using this function, you must enter the initial pill balance for all your patient's packed medications. Let's begin by printing a report to list all the medications that is required to be counted and recorded.

1. Select *Virtual Pill Balance*
2. Select *Patient Balance* tab
3. Select *Facility*
4. Select *Search.* This will display all patients with packed medications and their current VPB.
5. Select *Export Balance.* A confirmation message will indicate where the CSV file has been saved. You have the option to open the document by selecting *Yes* or navigate to the saved destination when you are ready.
6. Once you have counted the remaining balance of your patient's packed medications, enter the amount into the *Current Balance* column. Save and close your document.
7. Now you are ready to import the initial pill balance into myPak, select *Import from Excel*. Select the file that was saved in your designated location.
8. The remaining balance of your patient's medications will then be imported as the patient's initial pill balance.

Patient ID	Patient Name	Foil	Drug Code	Medication	Current Balance	Tablet Packed Weekly	New Script of Repeat Needed
5	PACKING SAMPLE TEST	Foil 1	ATOR10	atorvastatin - ATORVASTATIN (APO) 10MG TAB (ATOR10)	0	7	Y
5	PACKING SAMPLE TEST	Foil 1	CO59	docusate & sennoside b - COLOXYL WITH SENNA 50MG/8MG TAB (CO59)	0	0	Y
5	PACKING SAMPLE TEST	Foil 1	METO33	metoprolol tartrate - METOPROLOL (APO) 50MG TAB (METO33)	0	7	Y
5	PACKING SAMPLE TEST	Foil 1	APOP2	paracetamol - PARACETAMOL (APO) 500MG, 100 TAB (APOP2)	0	56	Y
4	SAMPLE TEST	Foil 1	PANX1	paracetamol - PANAMAX 500MG TAB (PANX1)	0	0	Y
6	TESTING SAMPLE TEST	Foil 1	CO59	docusate & sennoside b - COLOXYL WITH SENNA 50MG/8MG TAB (CO59)	0	0	Y
6	TESTING SAMPLE TEST	Foil 1	.80011	multivitamin - FAULDING MULTI WOMENS ENERGY (.80011)	0	0	Y

Initial Pill Balance is only required to be completed when setting up a new facility/group of patients.

Virtual Pill Balance



Patient Balance

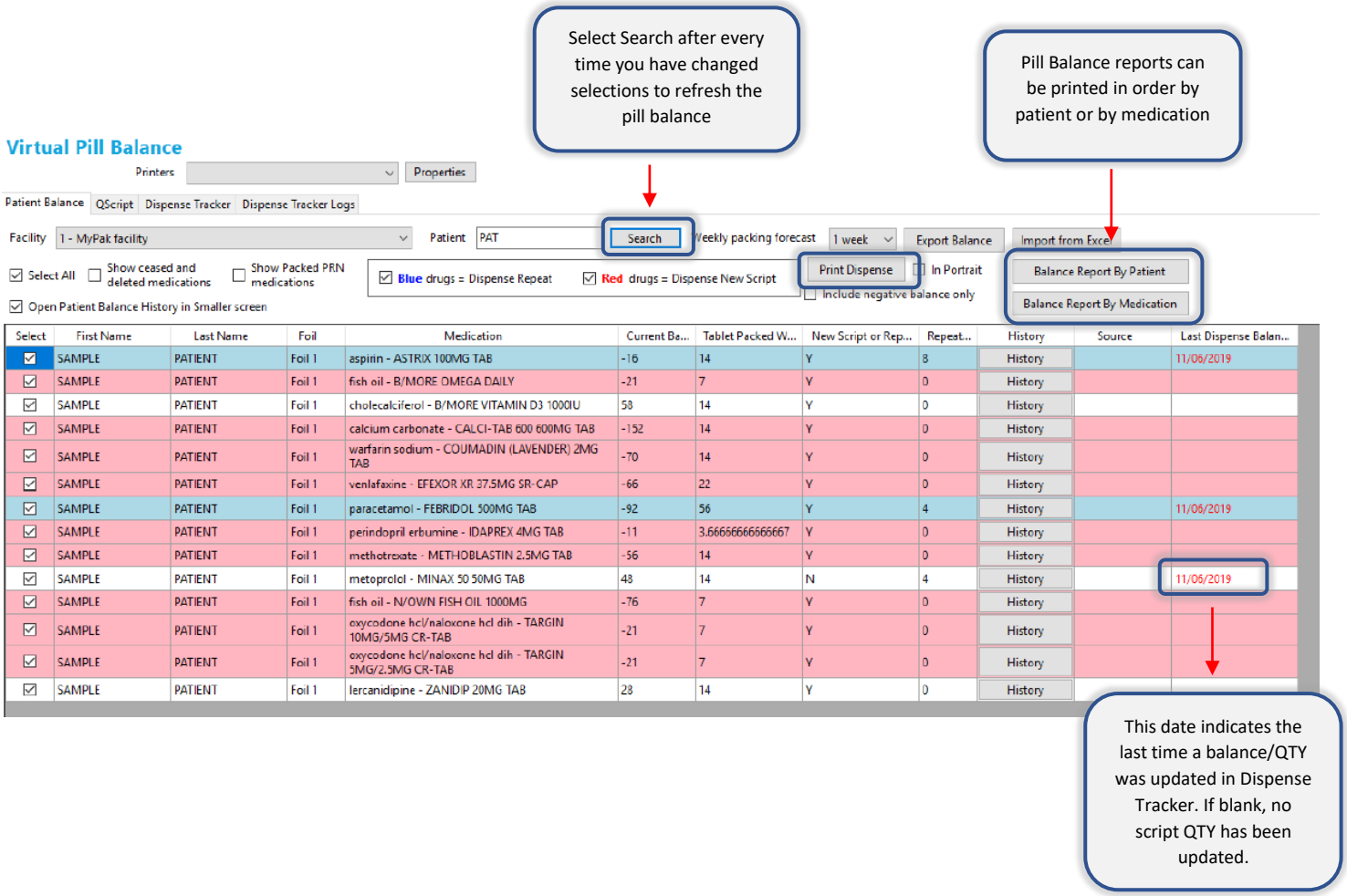
Let's go through some of the features on this screen that will assist you when managing your patient's VPB.

- Medications with balance less than *tablets packed weekly (including negative)* will be highlighted in **red**.
- Medications with 0 remaining repeats from your dispense software will require a new script to be dispensed or supplied as an owed script.
- Medications where there are repeats remaining will be highlighted in **blue** ready to be dispensed.

Print Dispense Report

It is recommended to generate the dispense report to indicate medications required to be dispensed and update pill balance prior to packing.

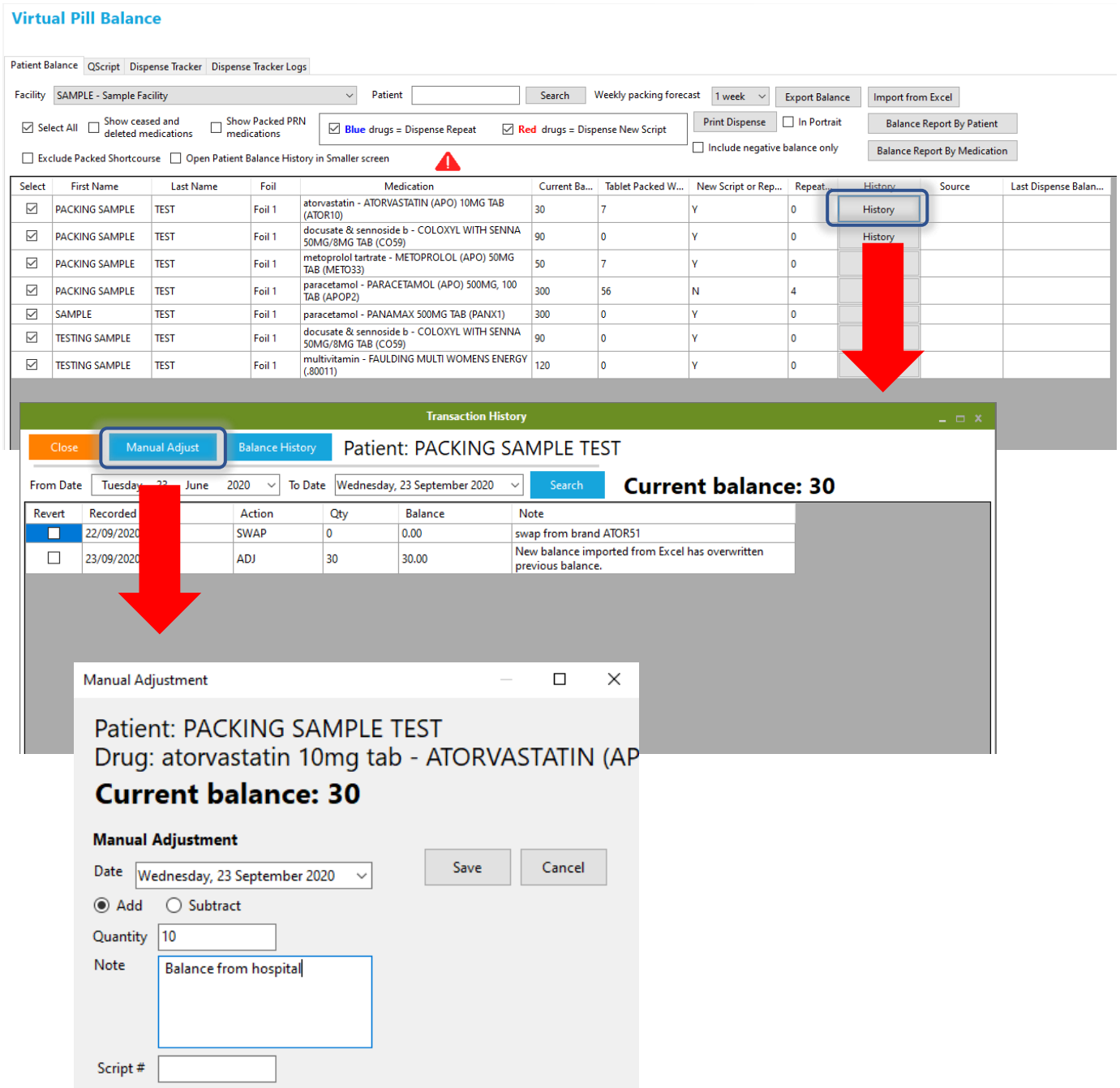
1. Select *facility*
2. Select number of weeks to be forecast from the drop-down box (1-4 weeks)
3. Select *Search.* If you have changed your selections, you must select *Search* after every time to refresh the pill balance.
4. Select *Print Dispense* (Report will include all medications highlighted in **red** and **blue** required to be dispensed to complete packing for the number of weeks forecasted).
5. Select *Print*



Transaction History

Every pill balance update has been stored and can be viewed via the *History* function.

1. Select *History* to open the transaction history list
2. Select *Manual Adjust* to manually update the patient's pill balance
3. Select *Balance History* for a report of all historic pill balance adjustments

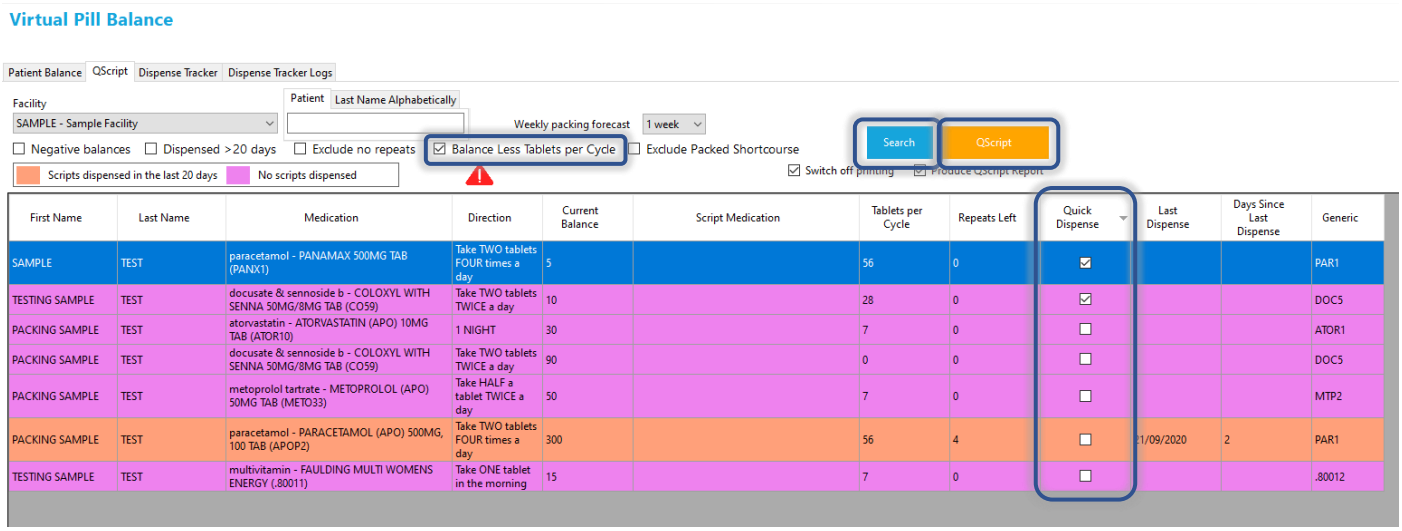


QScript

This function is currently only available with FRED Classic, Minfos, Dispense Works and Z Dispense.

QScript is used to send all scripts with or without repeats, to be queued in your dispense software ready to be processed.

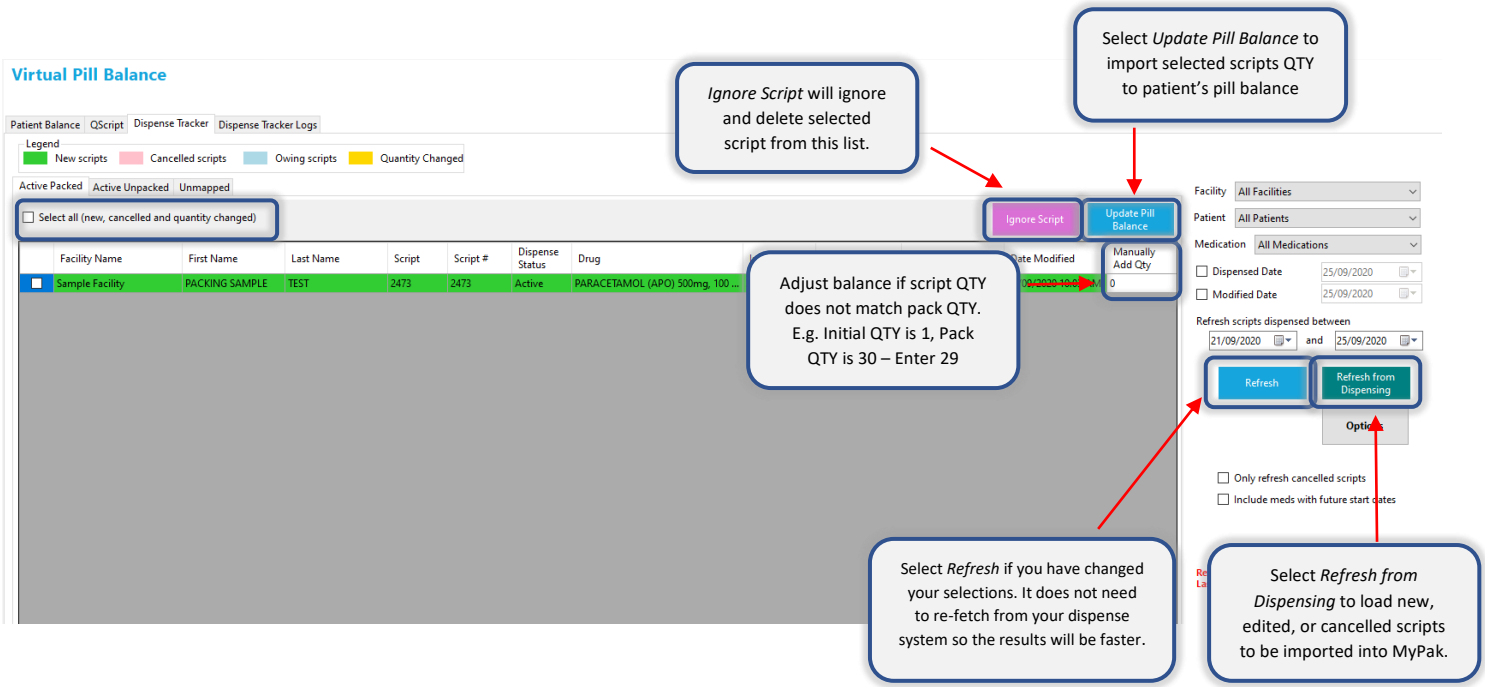
1. Select *QScript* tab
2. Select *Facility* or enter in *Patient's name*
3. Select the applicable tick boxes
   - Negative Balances
   - Dispensed > 20 days
   - Exclude no repeats
   - Balance Less Tablets per Cycle *(Recommended)*
   - Excluded Packed Short course
4. Select number of weeks from the drop-down box (1-4 weeks)
5. Select *Search*. If you have changed your selections, you must select *Search* after every time to refresh the pill balance.
6. All medications that are required to be dispensed will be auto ticked.
7. Select *QScript* to queue up repeats for the selected medications ready to be dispensed in your Dispense software.



Dispense Tracker

Dispense Tracker function is used to import the balance of the scripts dispensed from your Dispense Software to your patient's pill balance. You will need to ensure you have dispensed all the required prescriptions on your report or via QScript.

1. Select *Virtual Pill Balance*
2. Select *Dispense Tracker* tab
3. Select *Active Packed* tab to view scripts dispensed for active packed medications
4. Select *Facility* or *All Facilities*
5. Select the date range to load scripts dispensed within that period.
6. Select *Refresh from Dispensing* to load new, edited, or cancelled scripts that have yet to be imported into your patient's pill balance.
7. Select *Select all* tick box to select all scripts or alternatively manually select scripts you wish to import QTY to patient's pill balance.
8. Select *Update Pill Balance* to import selected script QTY to patient's pill balance.
9. Legend:
    - Green: New scripts yet to be imported
    - Yellow: Previously imported scripts with a change in QTY
    - Pink: Previously imported scripts that have been cancelled. Updating cancelled script will subtract the script QTY from the patient's pill balance.
    - Light Blue: Owing scripts yet to be imported
    - **Bold Font**: Indicates different brand dispensed from patient's profile



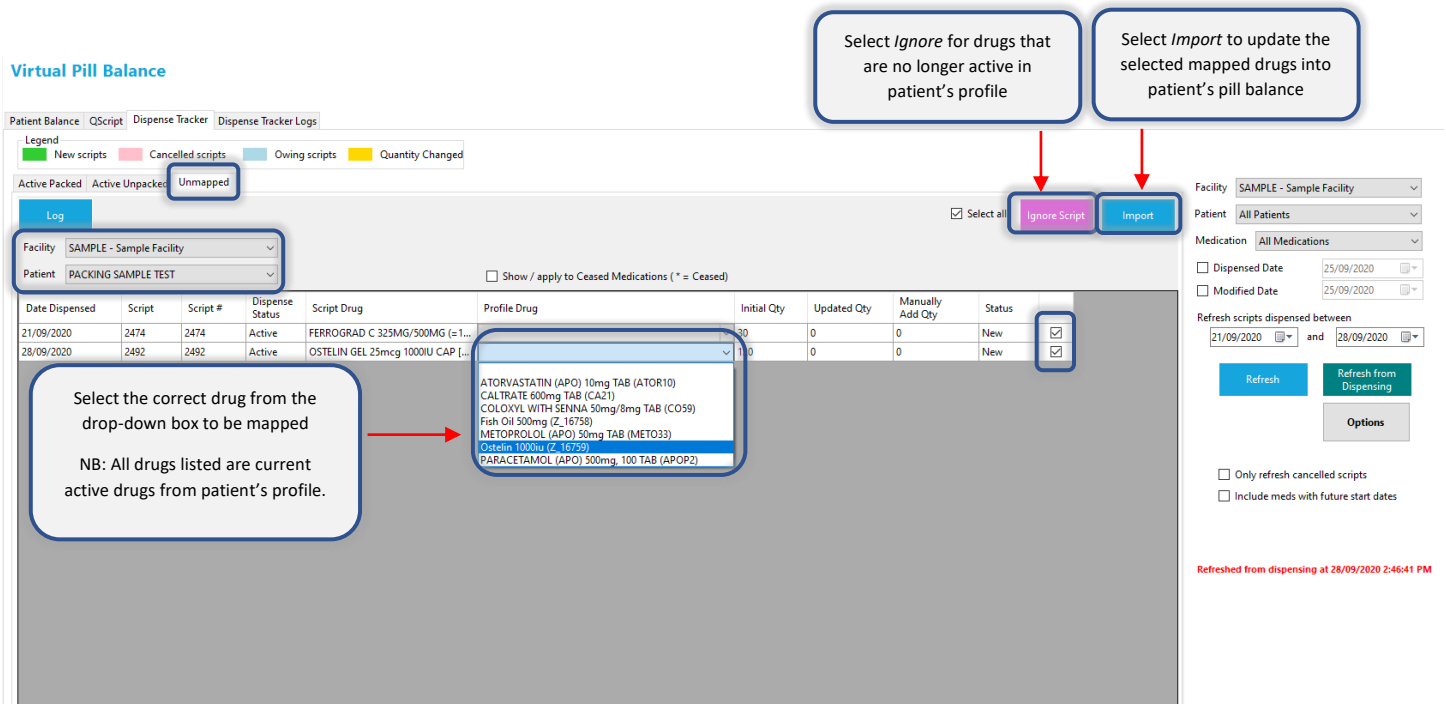
Unmapped Drugs

This tab allows you to map or link drugs from your Dispense Software to the existing drugs listed in myPak's drug database. Once the drug is mapped, it will now be displayed in your *Active packed* tab for ready for to be imported into your patient's pill balance.

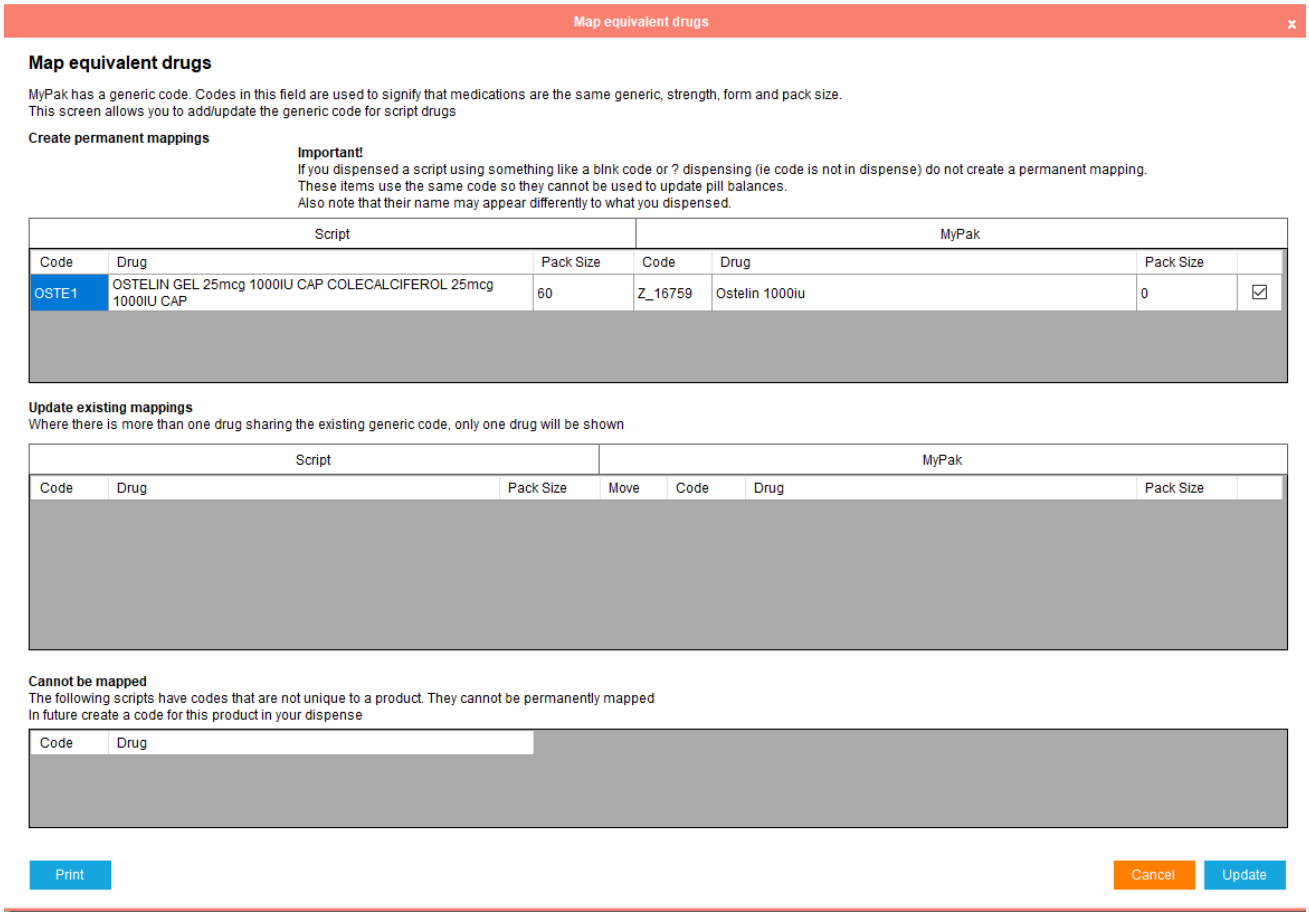
It is highly recommended to check for any unmapped drugs once you have completed importing all the scripts from the *Active packed* tab. You can then map and import those drugs into your patient's pill balance.

Follow the following steps once you have loaded your scripts from your Dispense Software in *Dispense Tracker Active Packed* tab.

1. Select *Unmapped* tab
2. Select *Facility*
3. Select *Patient* to display a list of drugs dispensed within the select date range that requires to be mapped
4. Select the correct drug from the *Profile Drug* drop-down box for each drug in the list to be mapped (All drugs listed in the drop-down box are active drugs from patient's profile)
5. Enter *Manually Add QTY* if applicable for those drugs to be mapped
6. Select the *tick box* to map selected drugs
7. Select *Import* to update the select drugs into patient's pill balance
8. Alternatively, select *Ignore Scripts* for drugs that are no longer active in patient's profile.



myPak software uses generic codes. These generic codes signify that medications have the same generic, strength, form and pack size. The following screen will appear for you add/update the generic code for script drugs.



Create permanent mapping	Selecting *Update* will create a permanent map or link between the drug codes shown in this list.
Update existing mappings:	Selecting *Update* will re-map drugs sharing an existing generic code together as they are currently mapped to a different drug.
Cannot be mapped:	Drugs on this list cannot be mapped with myPak drugs.

Selecting *Cancel* will NOT map these drug codes and will only import the QTY selected above. This is NOT recommended as the drug codes will continue to show in this area for all future dispensed scripts.

Packing

Now that you have completed all your patient's details and profiles, foils can be printed to be packed.

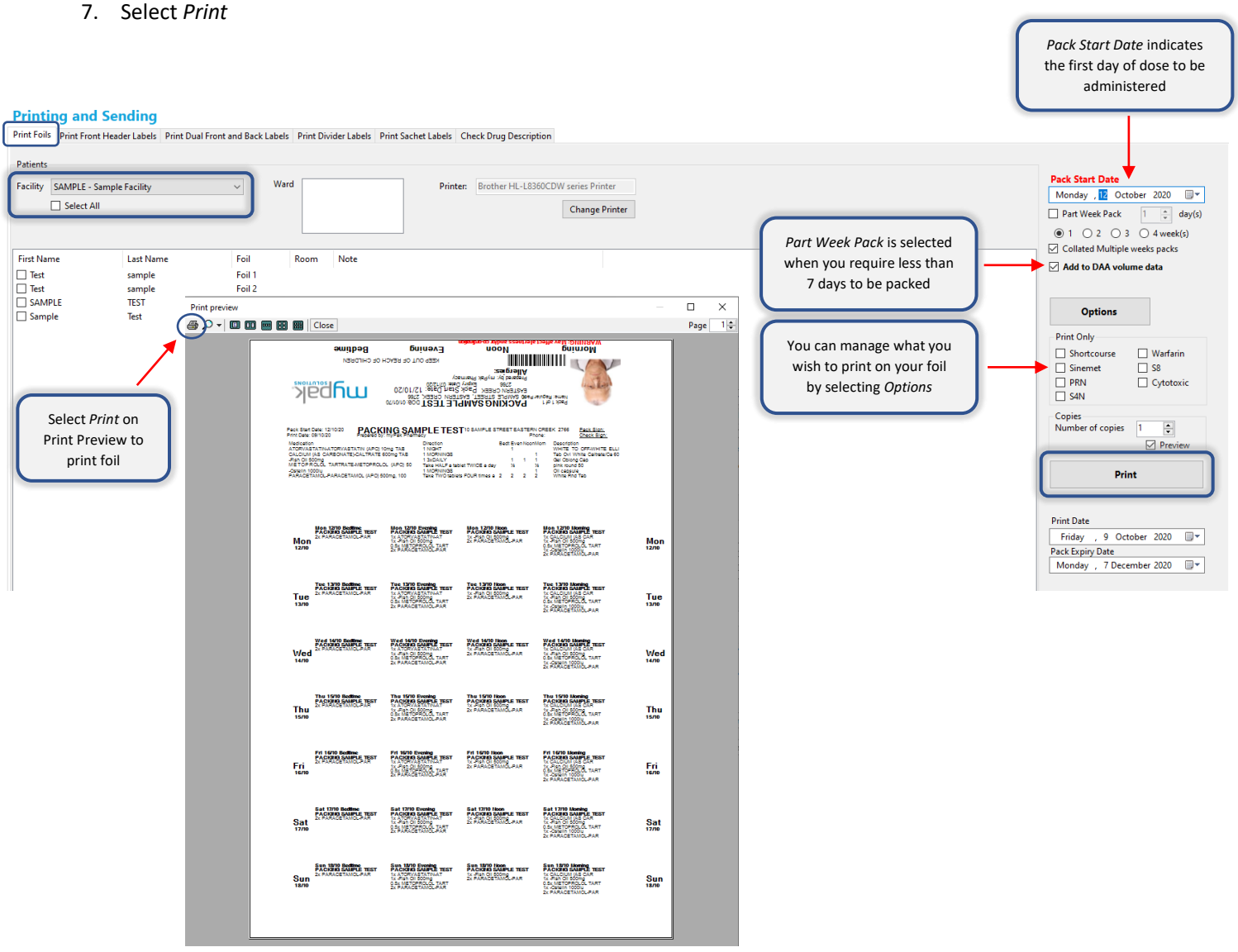
Printing & Sending

Let's start by setting the default printer to be used for printing your foils.

1. Under *Administration,* select *Options*
2. Select *Printer* tab to assign your default printer

Print Foils

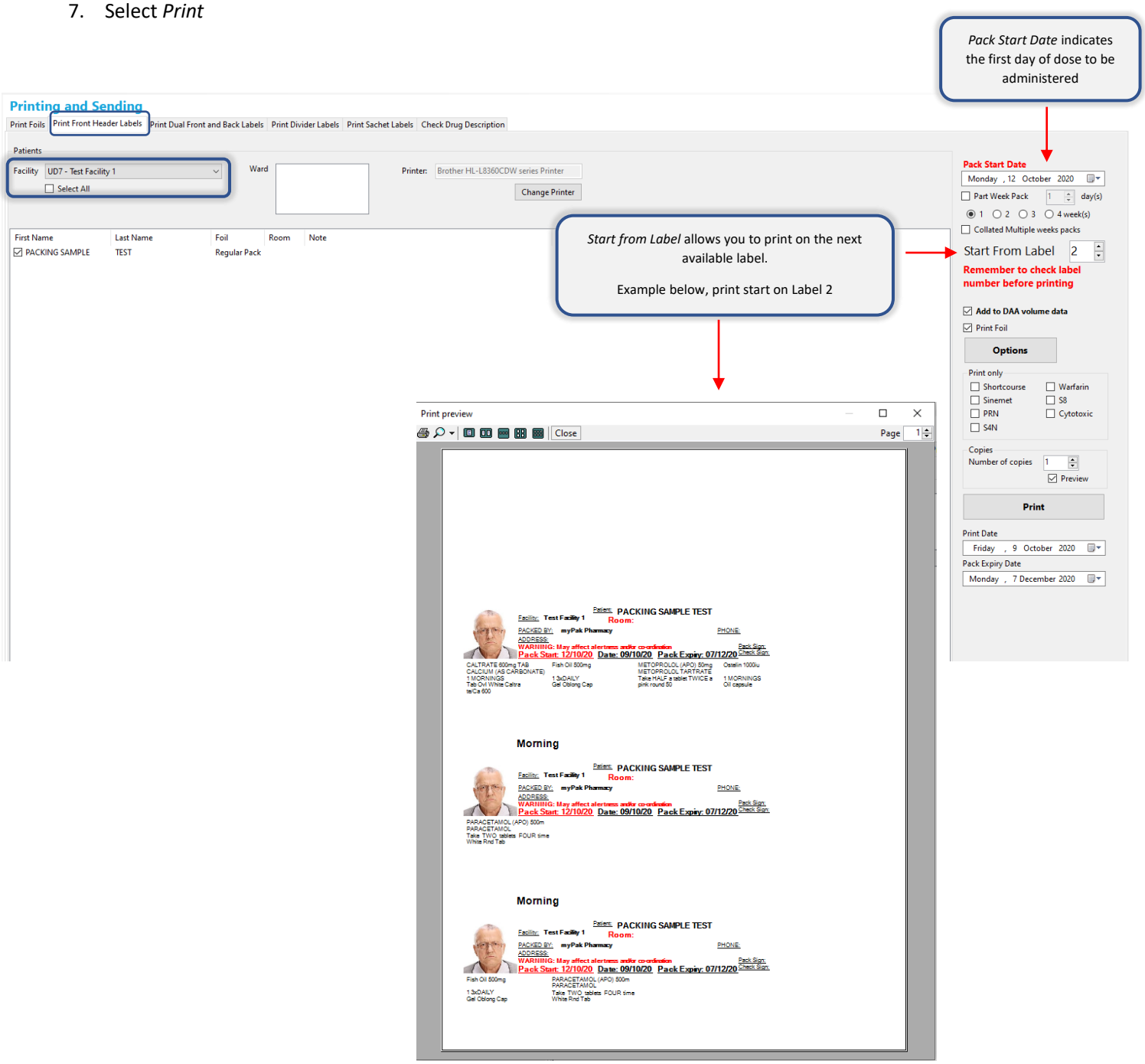
1. Select *Print Foils* tab
2. Select *Facility* from drop-down box
3. Select specific patient or *Select All*
4. Select *Pack Start Date*
5. Select *number of weeks* to print
6. Select *Print* to display a preview of foil
7. Select *Print*



Print Front Header Labels

This function is only used for myPak PPak & Disposapak Blister Packs

1. Select *Print Front Header Labels* tab
2. Select *Facility* from drop-down box
3. Select specific patient or *Select All*
4. Select *Pack Start Date*
5. Select *number of weeks* to print
6. Select *Print* to display a preview of front header label/s
7. Select *Print*

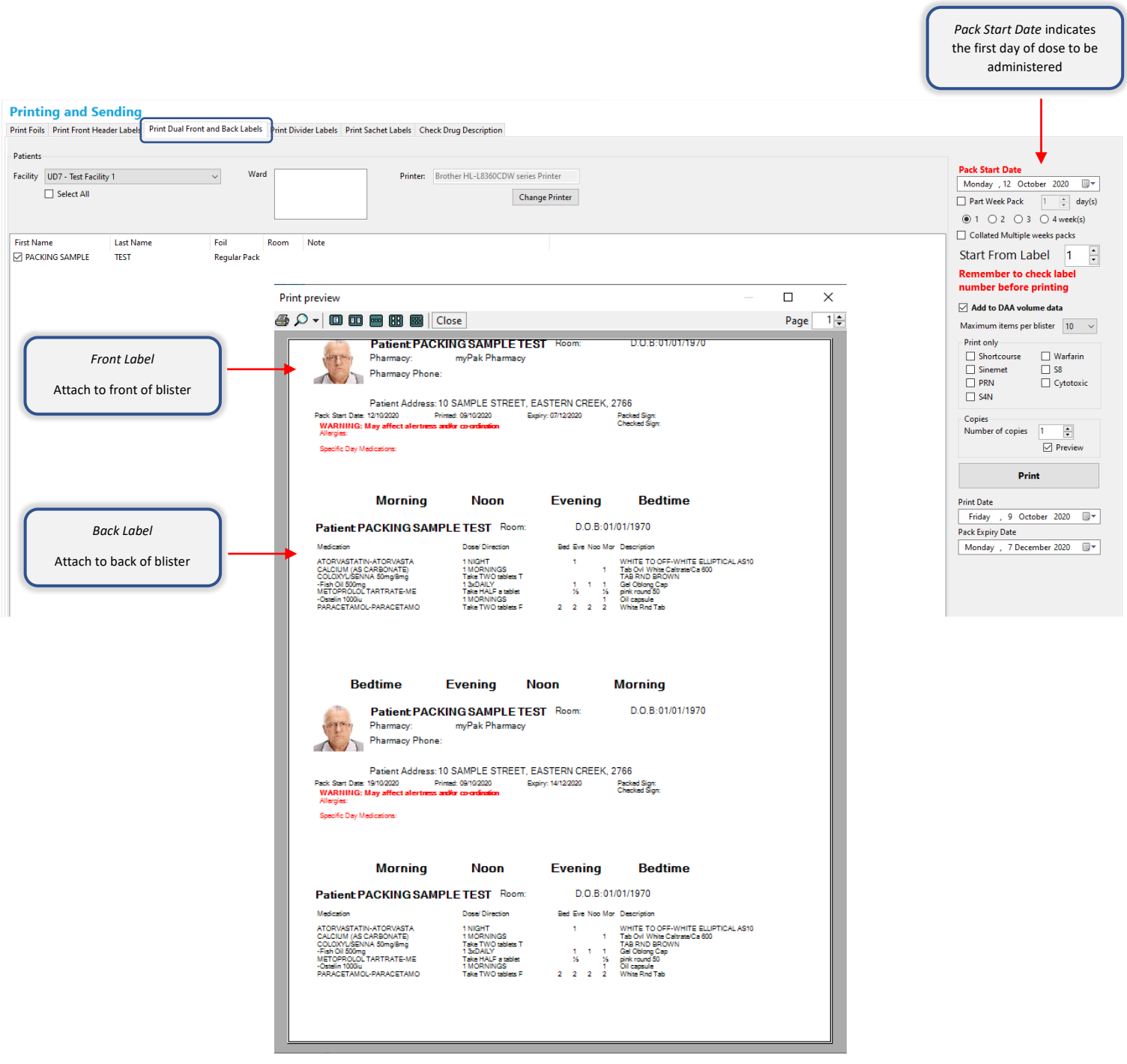


Print Dual Front and Back Labels

This function is only used for myPak PPak & Disposapak Blister Packs

- Uses the same stationery printed for PPAK front header labels
- Requires 2 labels to be printed for each patient – 1 label for the front and 1 label for the back of blister pack.

1. Select *Print Dual Front and Back Labels* tab
2. Select *Facility* from drop-down box
3. Select specific patient or *Select All*
4. Select *Pack Start Date*
5. Select *number of weeks* to print
6. Select *Print* to display a preview of front header label/s
7. Select *Print*

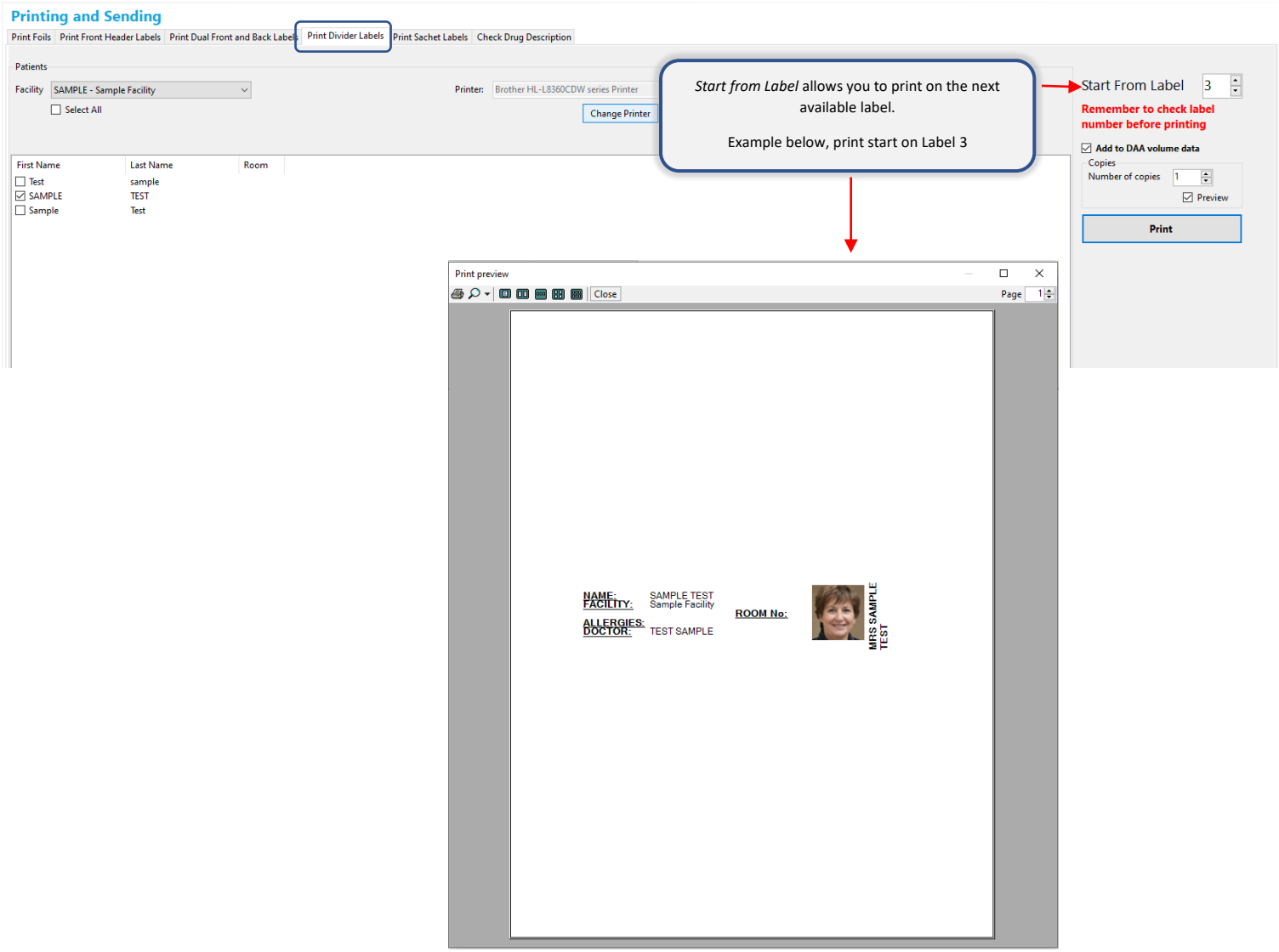


Print Divider Label

Divider Labels are only used in Aged Care Facilities for separating Blister Packs on metal files.

- Order *5 up label sheets* from myPak Solutions

1. Select *Print Divider Labels* tab
2. Select *Facility* from drop-down box
3. Select specific patient or *Select All*
4. Select *Print* to display a preview of divider labels
5. Select *Print*

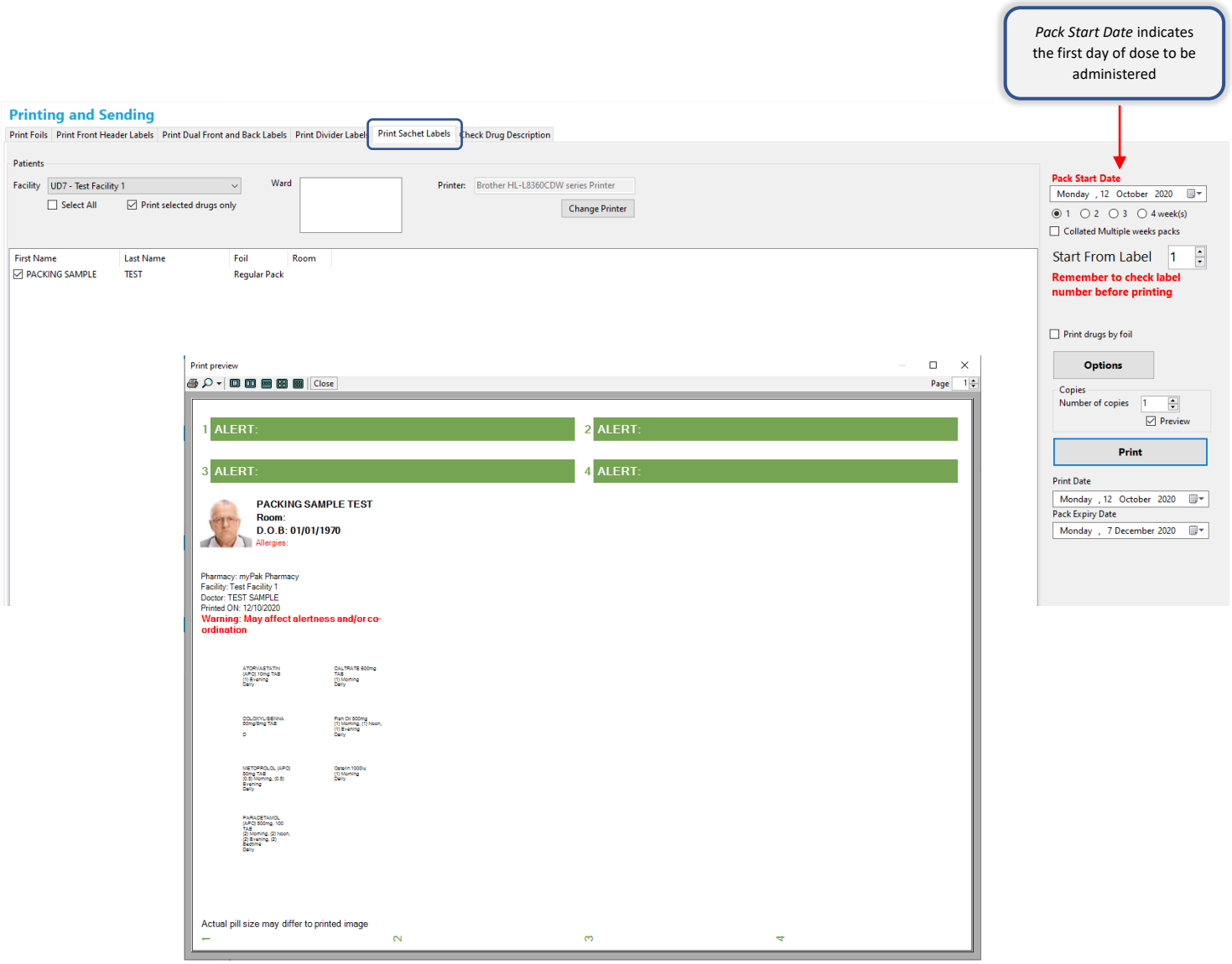


Print Sachet Labels

Sachet labels are only used in Nursing Homes.

- Requires the same stationery as *Front Header Labels*

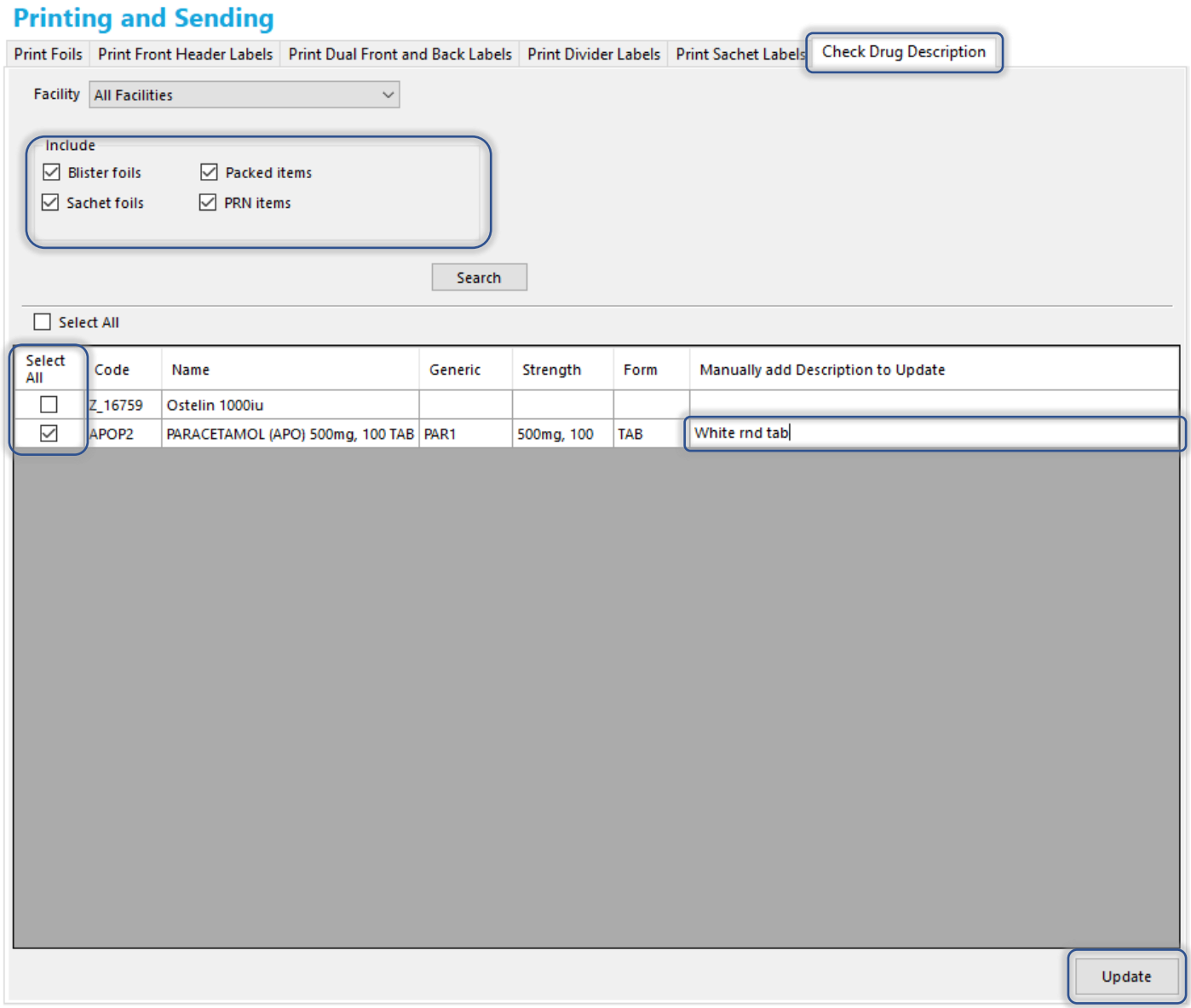
1. Select *Print Sachet Labels* tab
2. Select *Facility* from drop-down box
3. Select specific patient or *Select All*
4. Select *Pack Start Date*
5. Select *number of weeks* to print
6. Select *Print* to display a preview of front header label/s
7. Select *Print*



Check Drug Description

It is recommended that all drugs have a description printed on the foil. This function will list all drugs with no description for you to manually add the details e.g. shape, colour and markings.

1. Select *Check Drug Description* tab
2. Select *Facility* from drop-down box
3. Filter drugs to include in display by selecting the tick boxes that is appliable
4. Select *Search*
5. Select the tick box for drugs you wish to update the description or alternatively *Select All*
6. Enter the drug description by double clicking in the blank field
7. Select *Update*



Packing & Checking

Packing

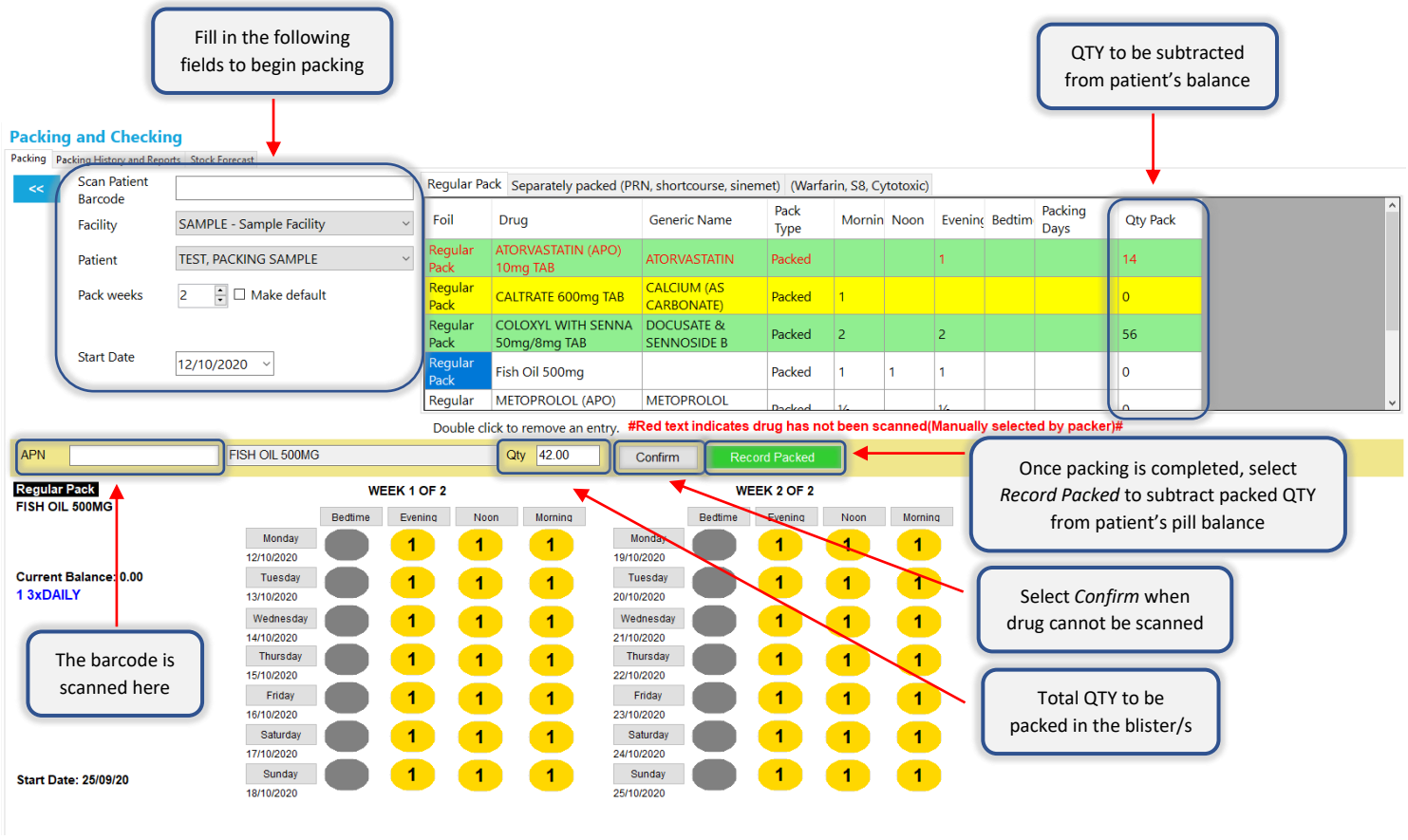
This function has been designed to help you fill your blister accurately and efficiently by displaying a visual guide.

If you use Virtual Pill Balance, it is required to pack using this function to subtract the packed tablets from patient pill balance.

1. Select *Packing & Checking*
2. Select *Packing* tab
3. Scan the barcode located on the labels/foil in *Scan Patient Barcode* field
4. Select *Facility*
5. Select *Patient* to be packed
6. Select *number* of weeks to be packed (Tick *Make Default* to apply the setting to future patients)
7. Select the same *Start Date* that matches the label/foil to be packed
8. Scan the barcode of the first drug on the list *OR* manually select the drug and select *confirm* to start packing
9. Proceed to pack according to the visual guide (below is an example if 2 weeks to be packed)
10. Once you have completed packing, scan the drug once again to confirm it has been packed
11. Select *Record Packed* once all medications has been packed. This will subtract all *QTY Packed* from patient's pill balance.

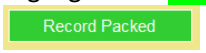
Below highlight colours indicate the following status:

White Highlight	Indicates drug has NOT been scanned
Yellow Highlight	Indicates drugs have been scanned and is in progress of packing
Green Highlight	Indicates drugs has been confirmed as packed
Green Highlight with red text	Indicates drugs has NOT been scanned and manually *confirmed* by packer



Packing FAQ

- How do I revert the packed QTY back to not packed?

To reverse the packed balance from being subtracted, double click on the drug highlighted in GREEN. The drug will no longer be highlighted and the QTY Pack is now 0. This can only be done before 

has been selected.

- I have selected number of pack weeks and start date but why do all the drugs appear GREEN?

Drugs highlighted GREEN indicates they've been packed. Check the start date selected matches the start date on your foil.

- I have scanned a drug and the following warning pops up "WARNING - Unable to find matched drug".

The drug scanned does NOT belong in the patient's profile. Select the correct medication and re-scan again. The barcode may incorrect. *(See below how to manage barcodes)*

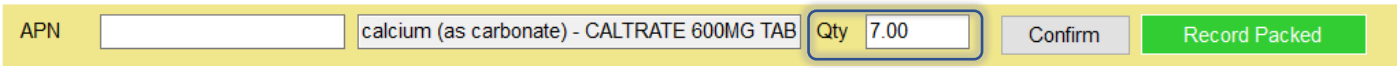
- I am packing my own store brand drug; how do I add the barcode to the drug?

Follow the following steps to manage barcodes:

1. In *Administration*, select *Drugs*
2. Select *Search*
3. Select *Drug*
4. Select *APN* tab
5. Scan new barcode into *Enter an APN to associate* then select *Add* or *Delete* selected

- What if I am packing a part week? How do I adjust the total QTY to pack?

Once the correct medication has been scanned, manually adjust the QTY field to reflect the amount you wish to subtract.



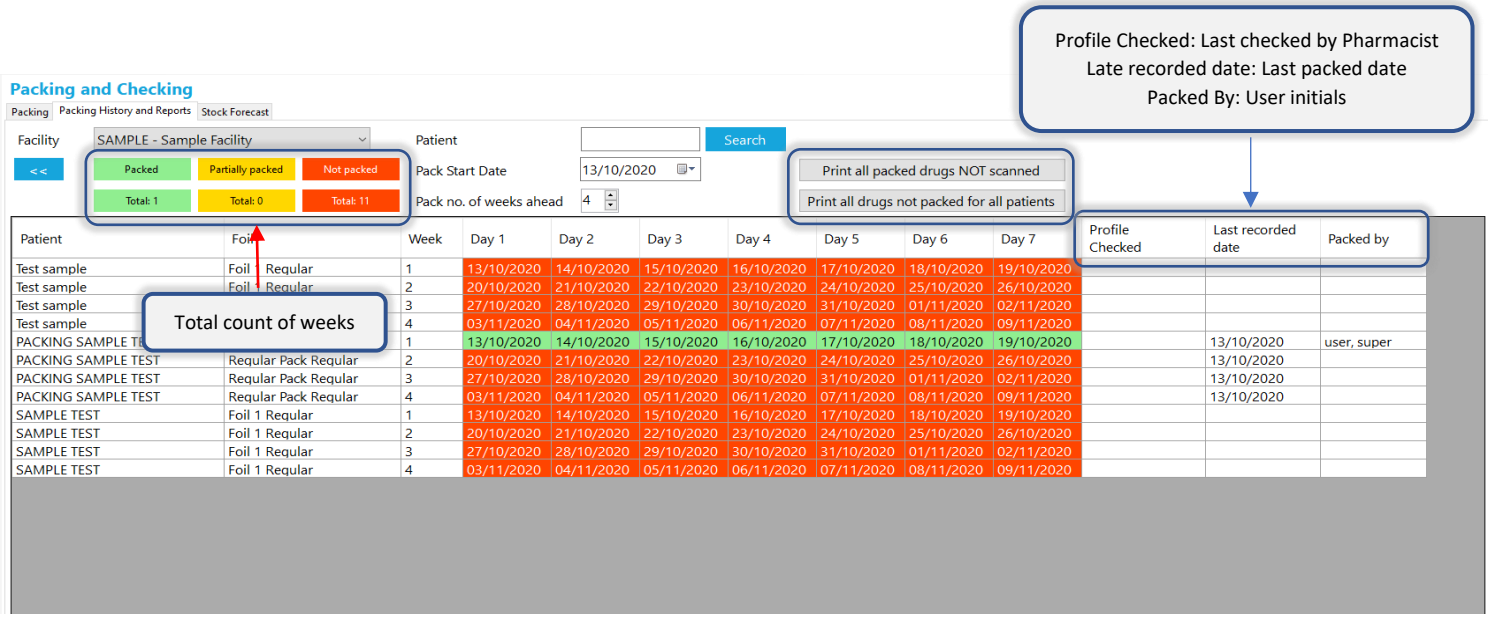
- Can I leave the packing screen to use another function within the software?

It is recommended to complete packing the blister before proceeding to the next task to minimize packing errors. A pop-up warning will appear warning you that there are outstanding drugs that have yet to be scanned and packed. Any drugs that have been confirmed must be reversed before exiting. You will need to re-scan those packed medications again. Alternatively, complete the pack.

Packing History and Reports

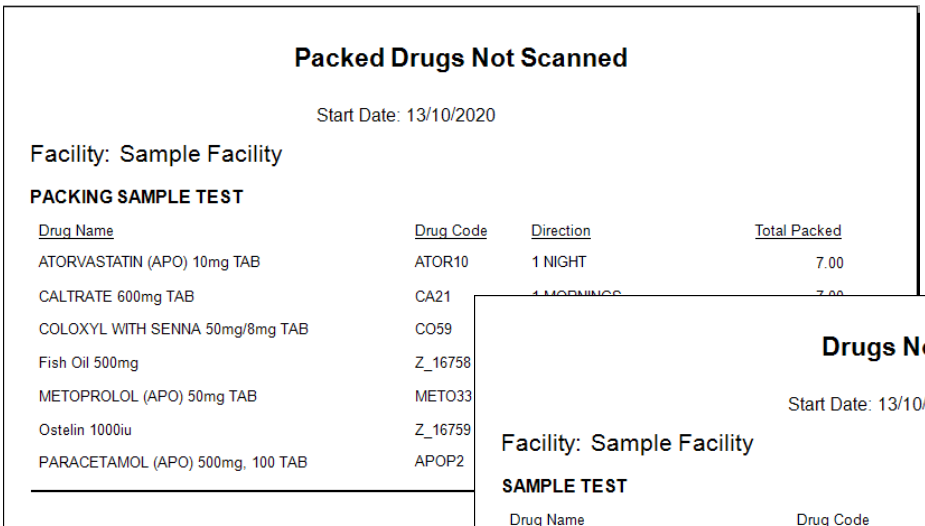
You will be able to track the packing status of all blisters – not packed, packed, and partially packed.

1. Select *Packing History and Reports* tab
2. Select *Facility*
3. Select *Pack Start Date*
4. Select *Search*



There are also 2 reports available:

1. All packed drugs NOT scanned
2. All drugs not packed for all patients



Packed Drugs Not Scanned

Start Date: 13/10/2020

Facility: Sample Facility

PACKING SAMPLE TEST

Drug Name	Drug Code	Direction	Total Packed
ATORVASTATIN (APO) 10mg TAB	ATOR10	1 NIGHT	7.00
CALTRATE 600mg TAB	CA21		
COLOXYL WITH SENNA 50mg/8mg TAB	CO59		
Fish Oil 500mg	Z_16758		
METOPROLOL (APO) 50mg TAB	METO33		
Ostelin 1000iu	Z_16759		
PARACETAMOL (APO) 500mg, 100 TAB	APOP2		

Drugs Not Packed

Start Date: 13/10/2020

Facility: Sample Facility

SAMPLE TEST

Drug Name	Drug Code	Drug Name	Drug Code
PANAMAX 500mg TAB	PANX1		

Test sample

Drug Name	Drug Code	Drug Name	Drug Code
ATORVASTATIN (APO) 40mg TAB	ATOR22		

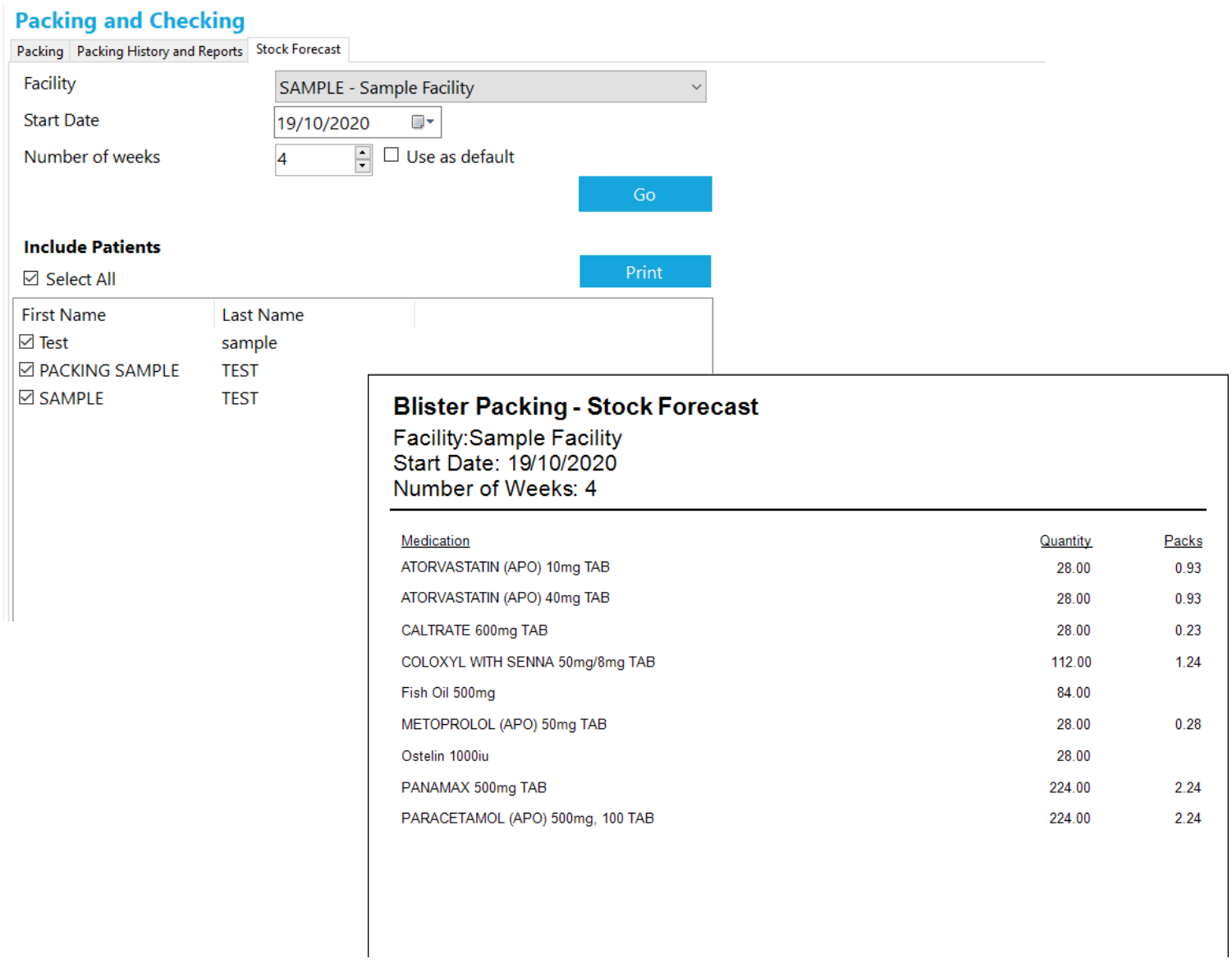
Stock Forecast

To further streamline your processes, a report is available to forecast the total amount of stock required to pack 1 to 4 weeks. The report indicates required medication quantity per tablet and pack number. You can then pick the stock from your dispensary to fill the shelves in your packing area ready for packing.

It is recommended to use the Third-Party Packing option within your dispense software when dispensing medications for your patients. The stock dispensed will not be subtracted from your store's stock on hand.

Using the result on this report, you can manually subtract the required quantity off your stock on hand and place them in your packing area ready for packing. This will also ensure you don't have a build-up of excessive stock in your packing area providing opportunities to grow your business without compromising your existing space.

1. Select *Facility* or *All Facilities*
2. Select *Start date*
3. Select *Number of weeks* (1 to 4 weeks)
4. Select *Go* to show patients
5. Select *Patients* or *Select All*
6. Select *Print* to display a print preview of the report
7. Select *Print*

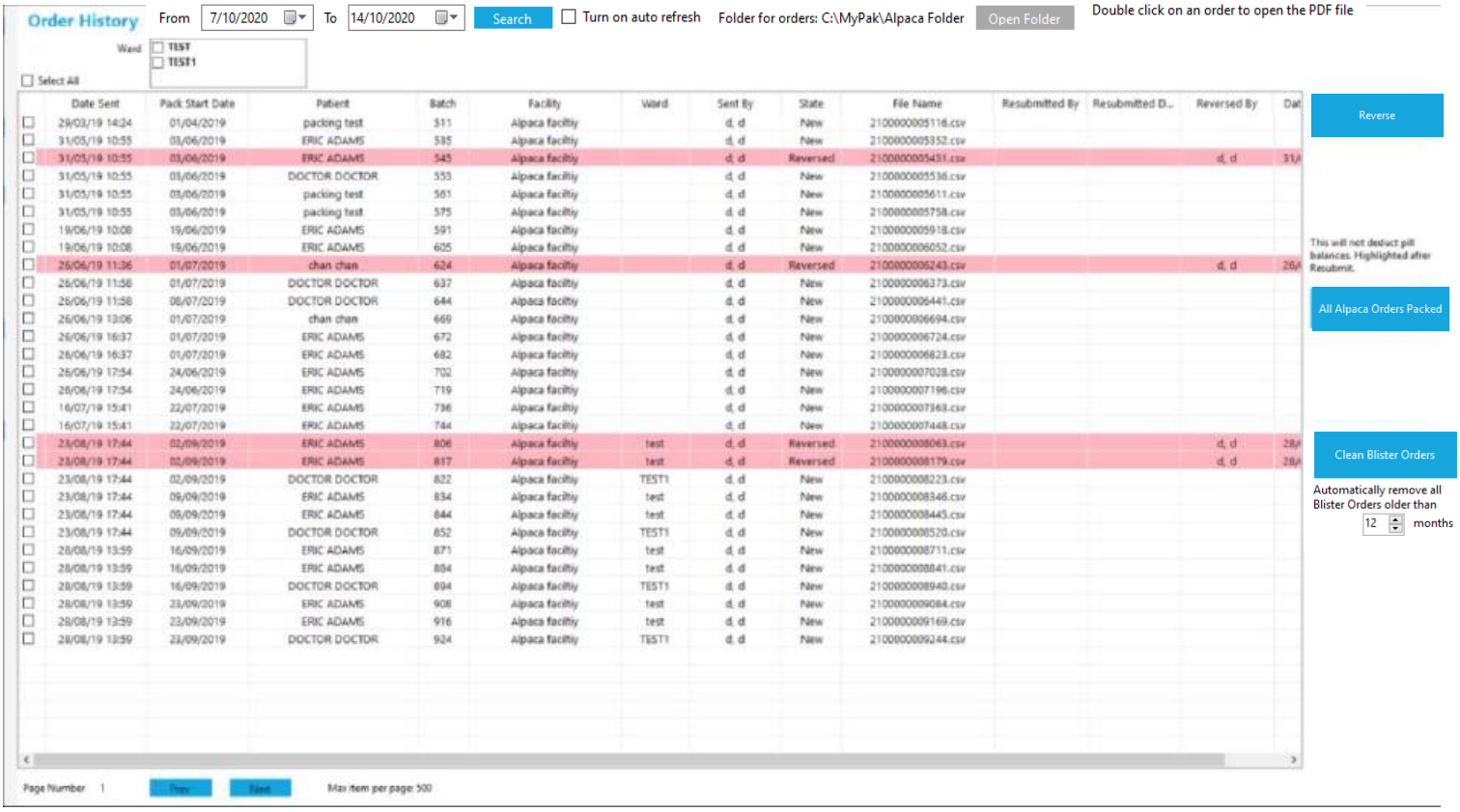


Blister Orders

Please note this function only applies for Alpaca Packing Robot only.

You will be able to track all orders that have been sent to the Alpaca.

- Ward Group: Select ward tick box to view all orders sent for the selected ward groups.
- Reverse: Orders that have been sent to the Alpaca however then cancelled/not packed, MUST be reversed for pill balance to be returned to the patient. The reversed order will be highlighted in pink.
- All Alpaca Orders Packed: Produce a report of your search parameters.
- Clean Blister Orders: This option can be used to remove old orders that are no longer required from the database. This can be done on a regular basis e.g. Monthly. Please contact myPak Solutions before selecting this option.
- To view a foil that was printed, simply double click on the selected order to view in PDF.

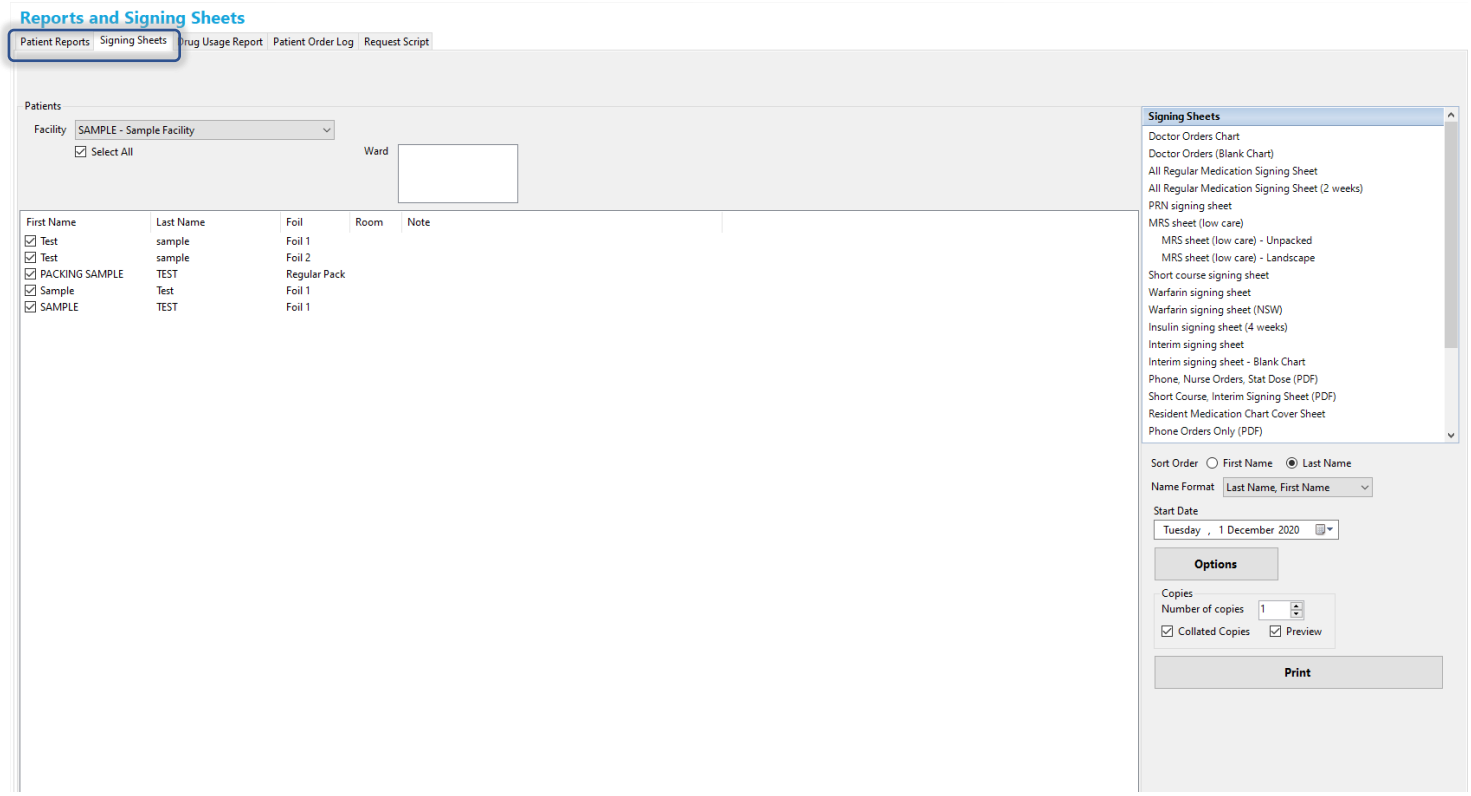


Reports and Signing Sheets

There is a wide range of reports and signing sheets available. To display a print preview before printing, follow the process to generate report or signing sheet.

There are 2 tabs to select from: Patient Reports OR Signing Sheets

1. Select *Facility*
2. Select *Patient* or *Select All*
3. Select *Report* or *Signing Sheet* to be printed
4. For signing sheets select *Start Date* (It will print 31 days from start date)
5. Select *Sort Order* and *Name Format*
6. Select the *Options* applicable to print on your report or signing sheet
7. Select *Print* to display a print preview
8. Select *Print*



If you are managing patient's *Virtual Pill Balance*, it is highly recommended to generate report *Patients Not Linked to Dispense* on a regular basis. Any patients listed on this report is required to be linked to your dispense software as soon as possible.

Refer to page 11 to link those patients to your dispense software.

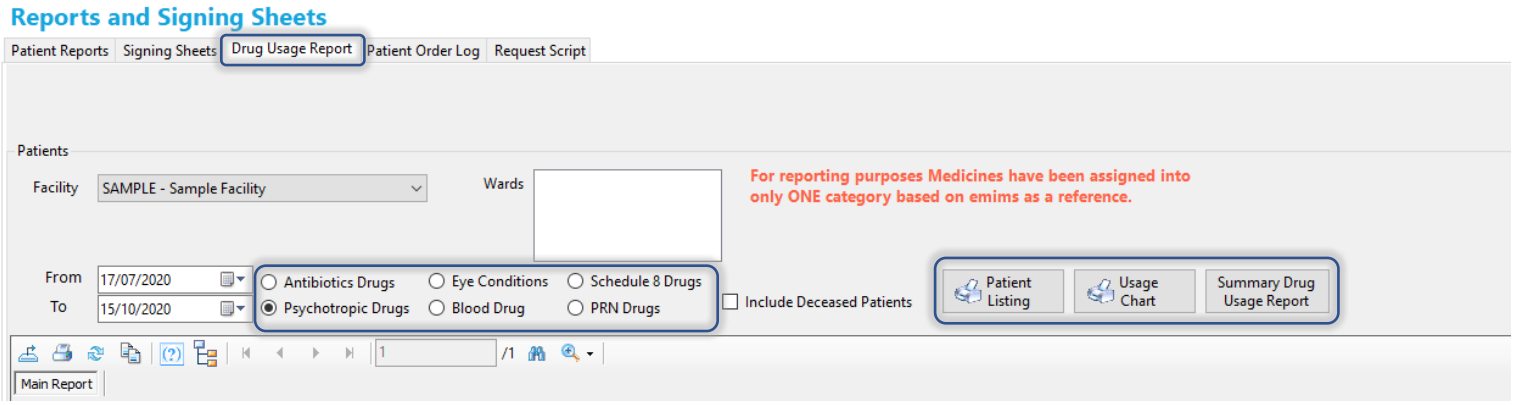
Drug Usage Report

There are various reports available that can be generated per patient for your aged care facilities.

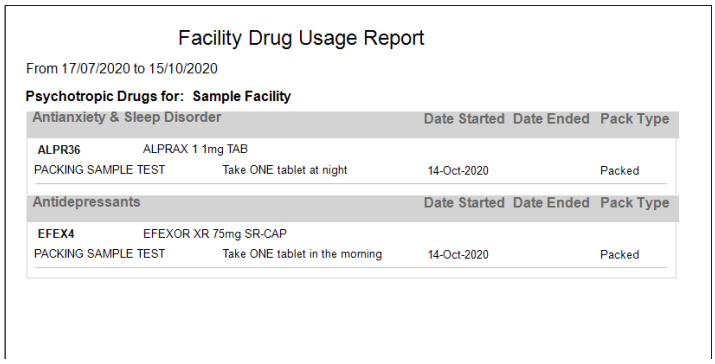
1. Select *Drug Usage Report* tab
2. Select *Facility*
3. Select *Date range* to display drug usage during that period
4. Select from the various *Drug Groups* to reflect on report

There are 3 report formats you can select from:

1. Patient Listing: List of patients on selected Drug Group
2. Usage Chart: Data converted to a graph on selected Drug Group
3. Summary Drug Usage Report: Summary of usage for all Drug Groups in CSV format.



1. Patient Listing Report



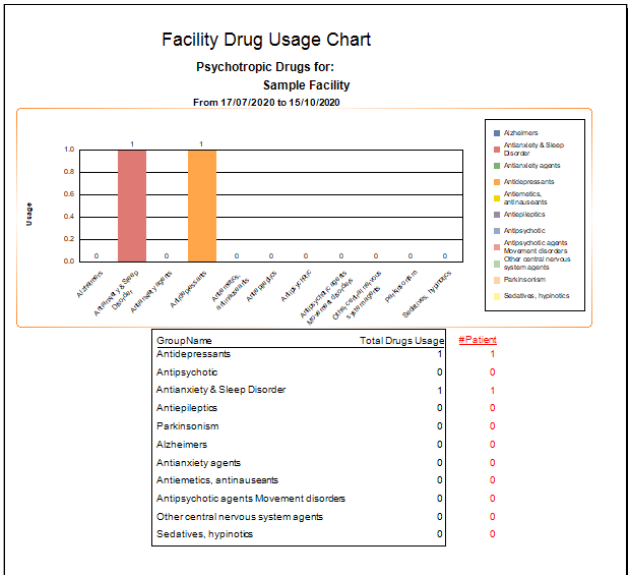
Facility Drug Usage Report

From 17/07/2020 to 15/10/2020

Psychotropic Drugs for: Sample Facility

Antianxiety & Sleep Disorder			Date Started	Date Ended	Pack Type
ALPR36	ALPRAX 1 1mg TAB				
PACKING SAMPLE TEST		Take ONE tablet at night	14-Oct-2020		Packed
Antidepressants			**Date Started**	**Date Ended**	**Pack Type**
EFEX4	EFEXOR XR 75mg SR-CAP				
PACKING SAMPLE TEST		Take ONE tablet in the morning	14-Oct-2020		Packed

2. Usage Chart



Facility Drug Usage Chart

Psychotropic Drugs for:
Sample Facility
From 17/07/2020 to 15/10/2020

GroupName	Total Drugs Usage	#Patient
Antidepressants	1	1
Antipsychotic	0	0
Antianxiety & Sleep Disorder	1	1
Antiepileptics	0	0
Parkinsonism	0	0
Alzheimers	0	0
Antianxiety agents	0	0
Antiemetics, antinauseants	0	0
Antipsychotic agents Movement disorders	0	0
Other central nervous system agents	0	0
Sedatives, hypinotics	0	0

3. Summary Drug Usage Report

myPak Pharmacy										
Generated 15/10/2020										
From 17/07/2020 to 15/10/2020										
	Total Residents	Residents on Antibiotics	% Antibiotic use	Residents on Anti Psychotics	% Anti-Psychotics	Residents on Anti Depressant	% Anti-Depressant	Residents on blood drugs	% Blood drugs	Patients on >=9 Me
Sample Facility	4	0	0.00%	0	0.00%	1	25.00%	0	0.00%	
		# Patients	% of Patients	Patient Name	Drug Name	Direction	Pack Type	Start Date	End Date	
Antibiotics	Total	0	0.00%							
Antibiotics	Antivirals	0	0.00%							
Blood Drugs	Total	0	0.00%							
Blood Drugs	Anticoagulants/Anti-thrombotics - Other	0	0.00%							
Eye Drugs	Total	0	0.00%							
Eye Drugs	Dry Eyes	0	0.00%							
Psychotropic Drugs	Total	1	25.00%							
Psychotropic Drugs	Antidepressants	1	25.00%	PACKING SAMPLE TEST	EFEXOR XR 75mg SR-CAP	Take ONE tablet in the morning	Packed	14/10/2020		
Psychotropic Drugs	Antianxiety & Sleep Disorder	1	25.00%	PACKING SAMPLE TEST	ALPRAX 1 1mg TAB	Take ONE tablet at night	Packed	14/10/2020		
Psychotropic Drugs	Sedatives, hypinotics	0	0.00%							
Schedule 8 drugs	Total	0	0.00%							
PRN drugs	Total	0	0.00%							
Patients on more than 9 drugs	Total	1	25.00%							

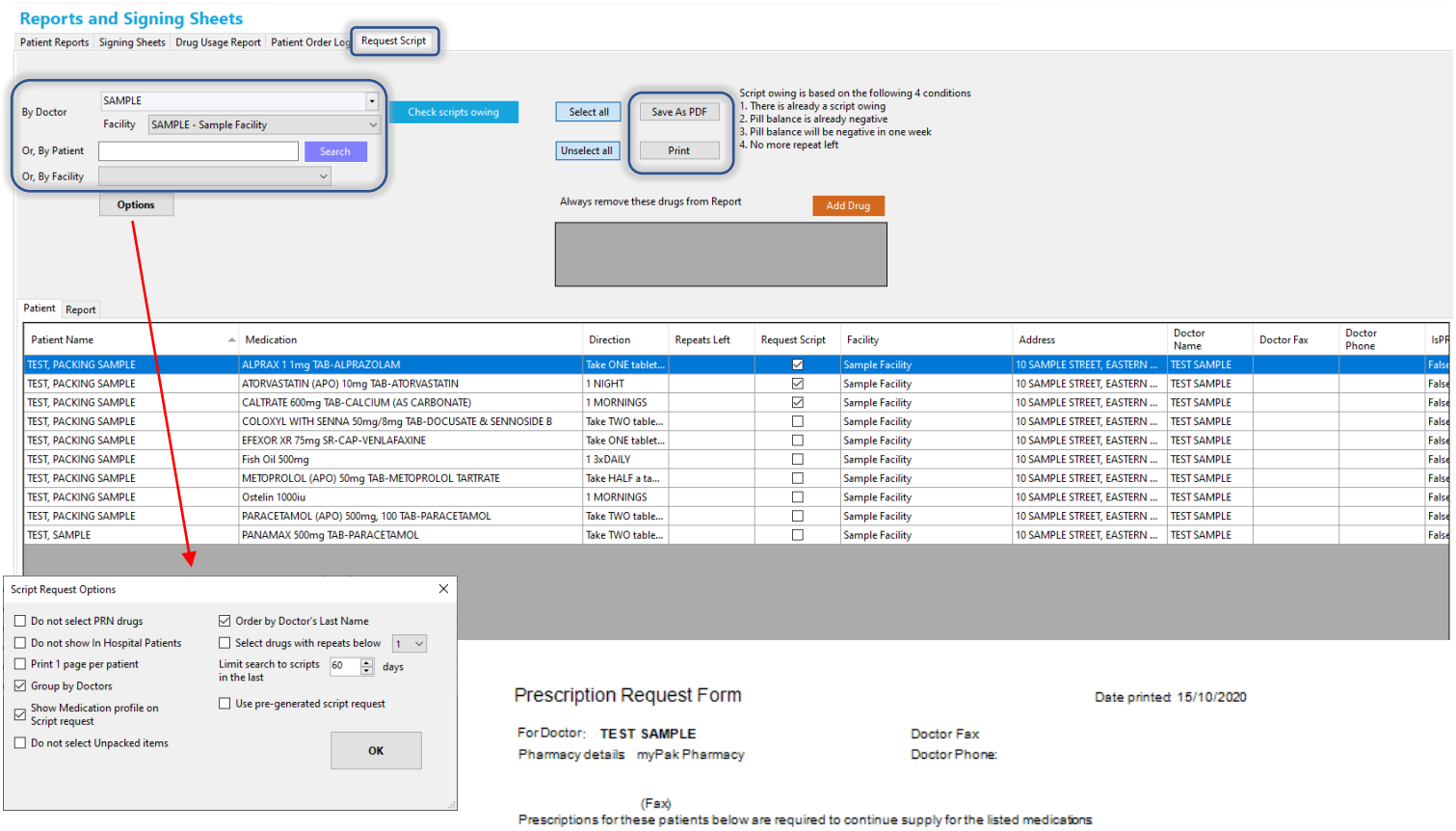
Request Script

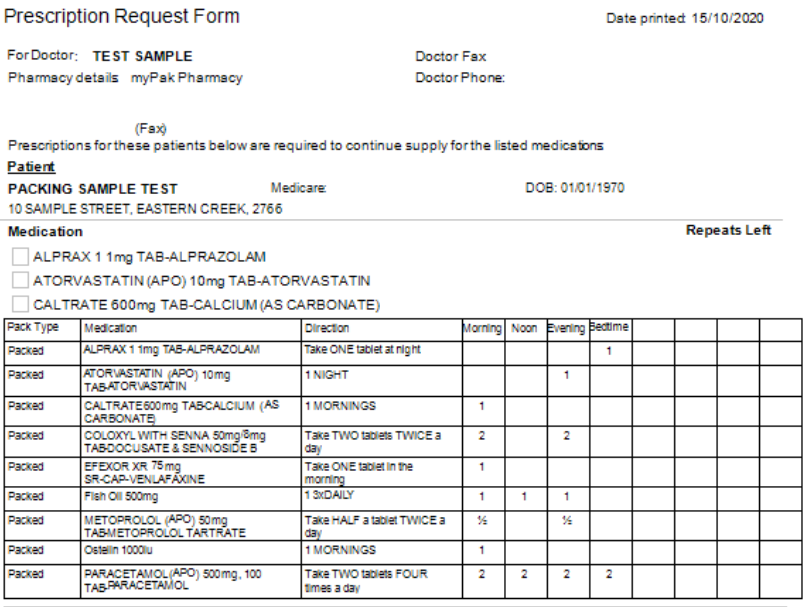
This function is used to generate a script request report to send to your Doctors. It can be printed or saved as PDF.

Before using this function, ensure you have entered in your Pharmacy details in *Administration > Options*. *Refer to page 46.*

You must also have the correct Doctor's details set up which can be managed in *Administration > Doctors.* *Refer to page 45.*

1. Select *Request Script* tab
2. Select a *Doctor, Patient Name* or *Facility*
3. Select the script from the list to be requested. Alternatively, you can select *Select all*.
4. Select *Print* or *Save as PDF* to generate script request report.

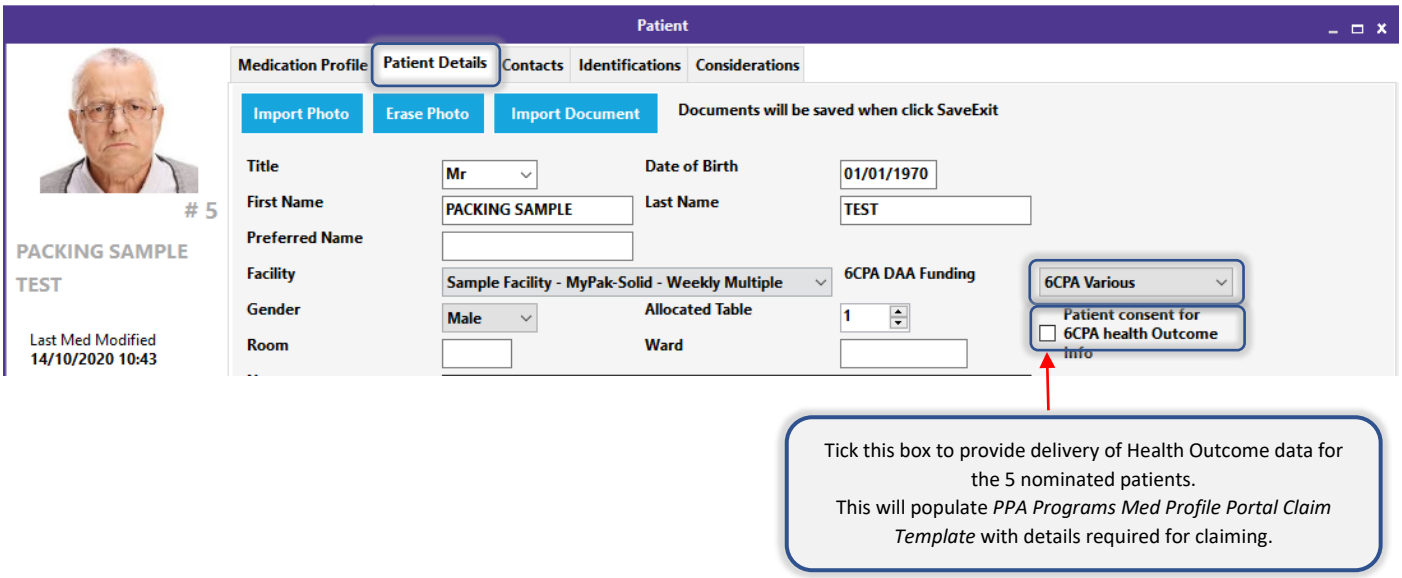




PPA Claiming

Before using this function, patients who are eligible to claim PPA must have 1 out of the 4 conditional criteria selected and Medicare number or DVA number saved in patient details. *Refer to page 11*

If you have set your facility as *Community/Self-care Patient*, all patients have criteria *PPA Various* pre-selected. If the facility has been set as *Nursing Home/Hostel* then all patients will have criteria *Not Eligible* pre-selected.

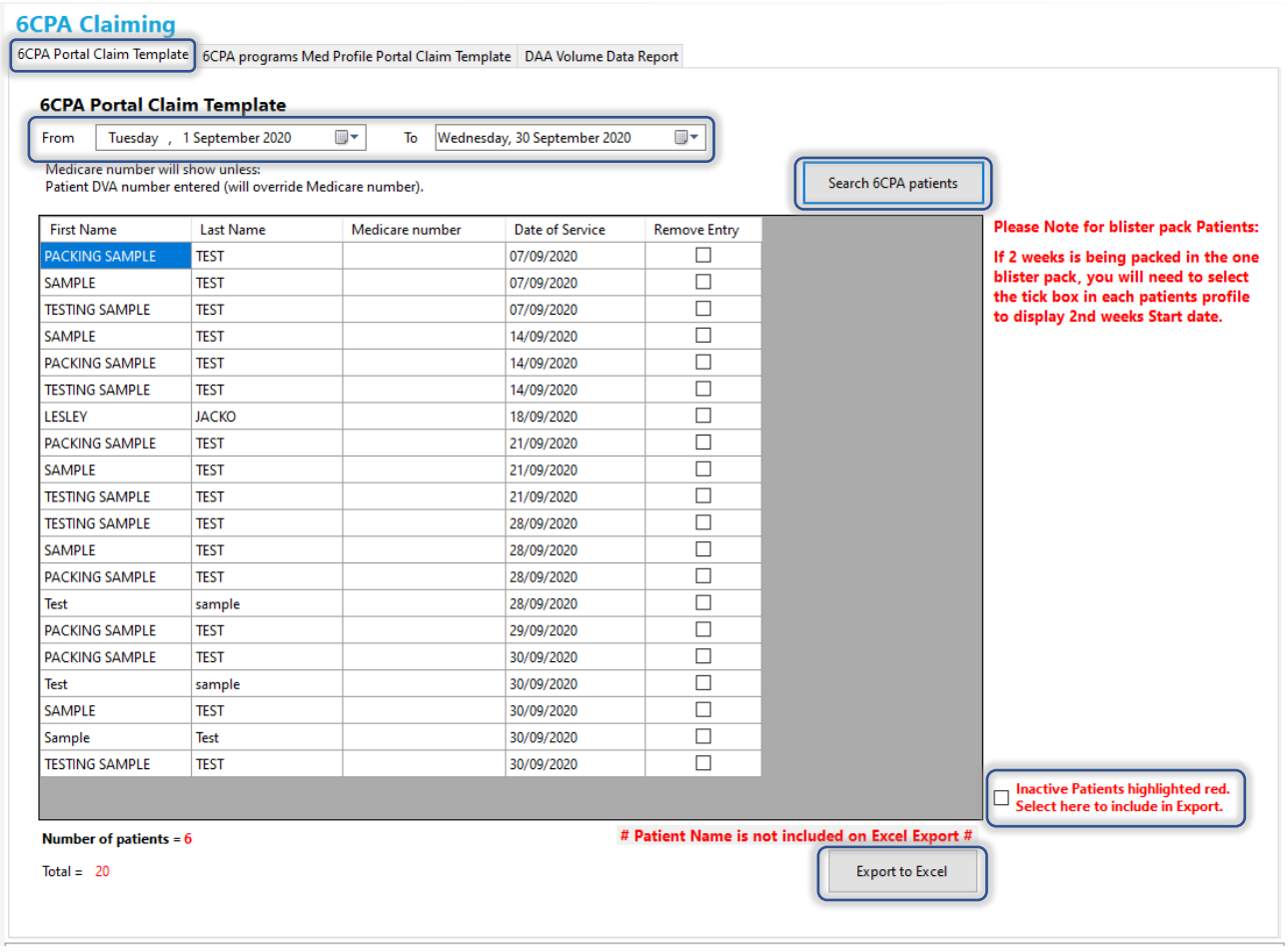


Tick this box to provide delivery of Health Outcome data for the 5 nominated patients.
This will populate *PPA Programs Med Profile Portal Claim Template* with details required for claiming.

PPA Portal Claim Template

You are now ready to generate a report to export the data onto the PPA Portal for claiming.

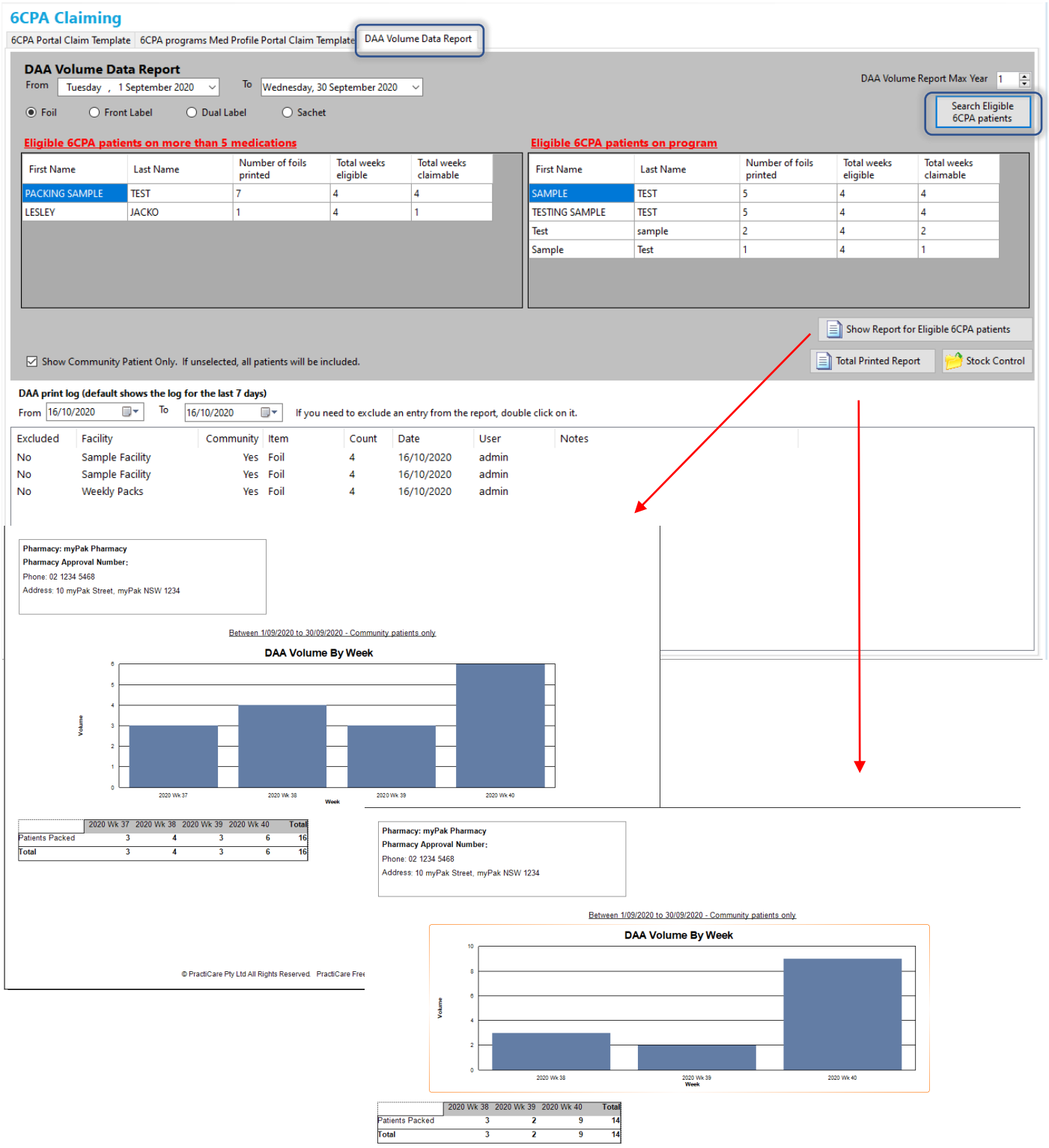
1. Select *PPA Portal Claim Template* tab
2. Select the *date range* to be claimed
3. Select *Search PPA Patients* to display a list of PPA Eligible patients with their Medicare number and date of service within your selected date range.
4. Select *Inactive Patients highlighted in red* if you wish to include inactive/deceased patients in your claim for this period.
5. Select *Export to Excel* to convert the data into an excel format saved to your *Documents*
6. Copy and paste the data in the excel sheet onto your PPA Portal for claiming.



DAA Volume Data Report

This function is used to produce reports to indicate the volume of packs printed.

1. Select *DAA Volume Data Report* tab
2. Select the *date range* you wish to report for
3. Select *Search Eligible PPA Patients*

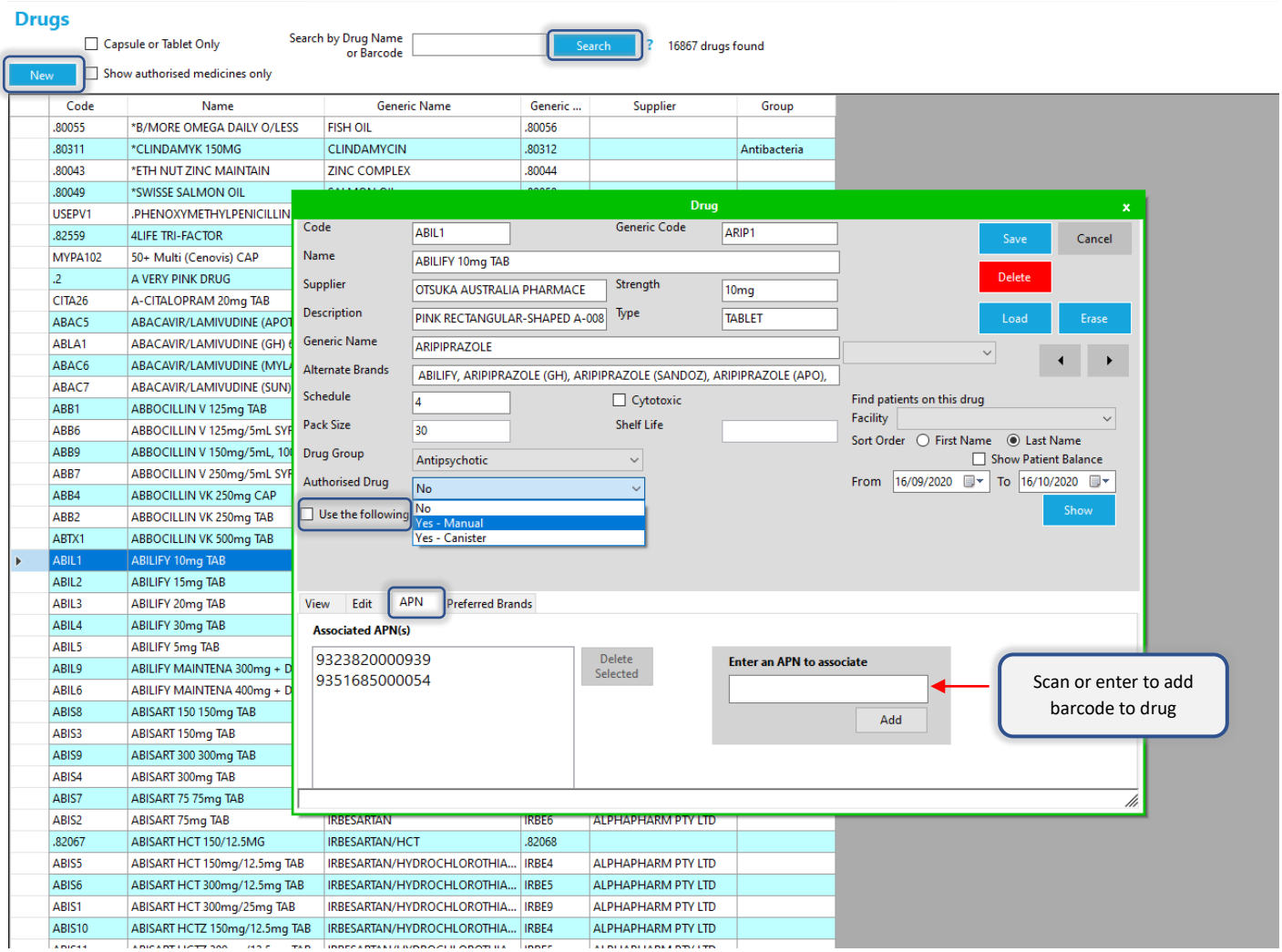


Administration

Drugs

This function is used to manage myPak drug database.

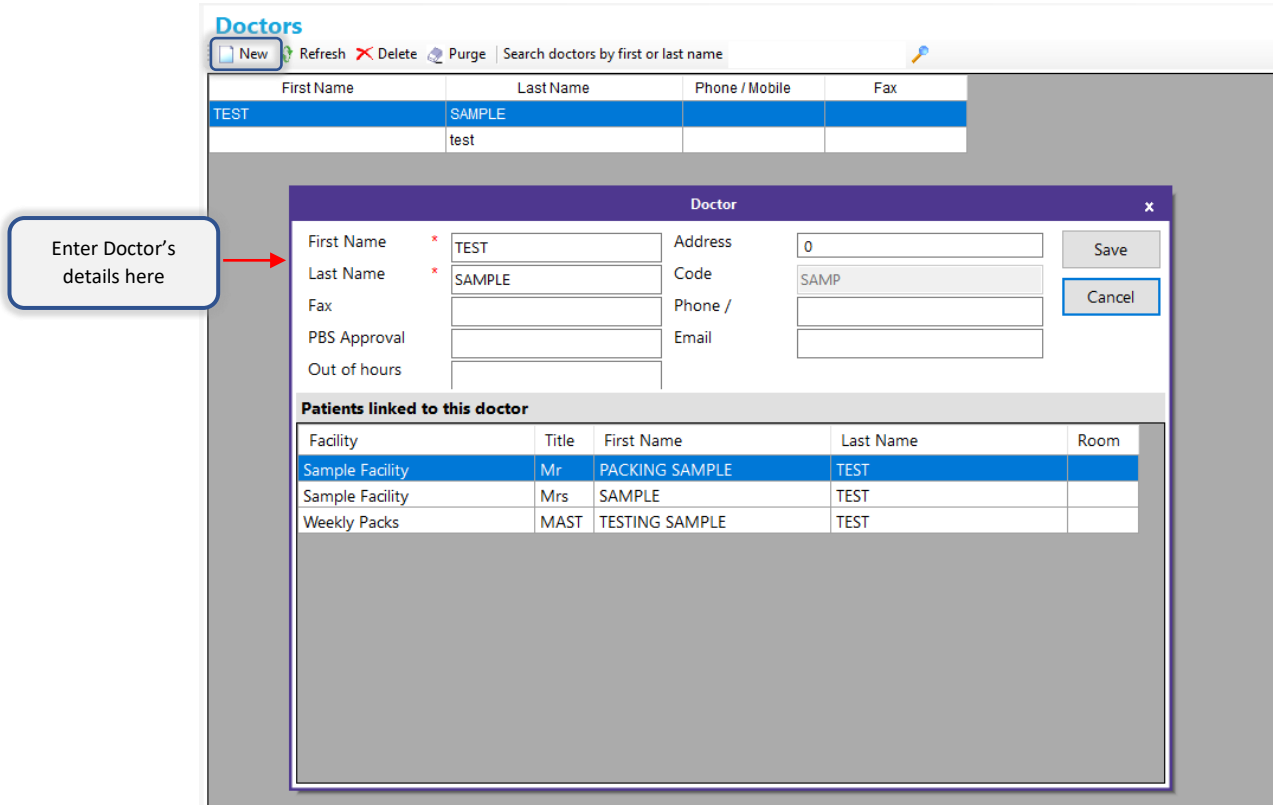
1. Select *Drugs*
   - Select *New* to add a new drug to the database
   - Select *Search* to locate drugs either by scanning the barcode or entering in drug name. Double click on drug entry to view its details.
2. Drugs details:
   - Edit drugs details if required
   - Add barcodes (APN) to drug for scanning
   - Add a drug to a *Drug Group* to include in *Drug Usage Report*. *Refer to page 39.*
   - Set a drug as an *Authorised Drug* for the Alpaca Canister (highlighted in **orange**) or manual packing (highlighted in **green**)
   - Generate a drug usage report to indicate all patients on this drug and their respective facilities
   - Tick *Use the following drug name for printing* to alter the name to be displayed on foils, reports and signing sheets



Doctors

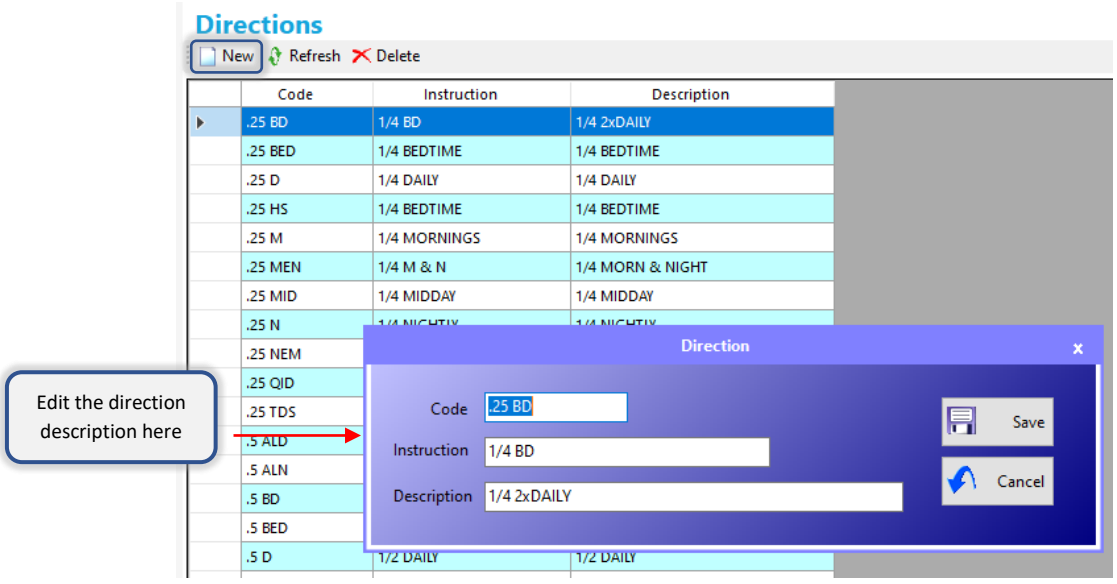
This function is used to manage your Doctors details. Doctors are required to be created prior to being assigned to the patient. This is also required for *Request Script* function. *Refer to page 40.*

1. Select Doctors
2. Select *New* to add new Doctor details



Directions

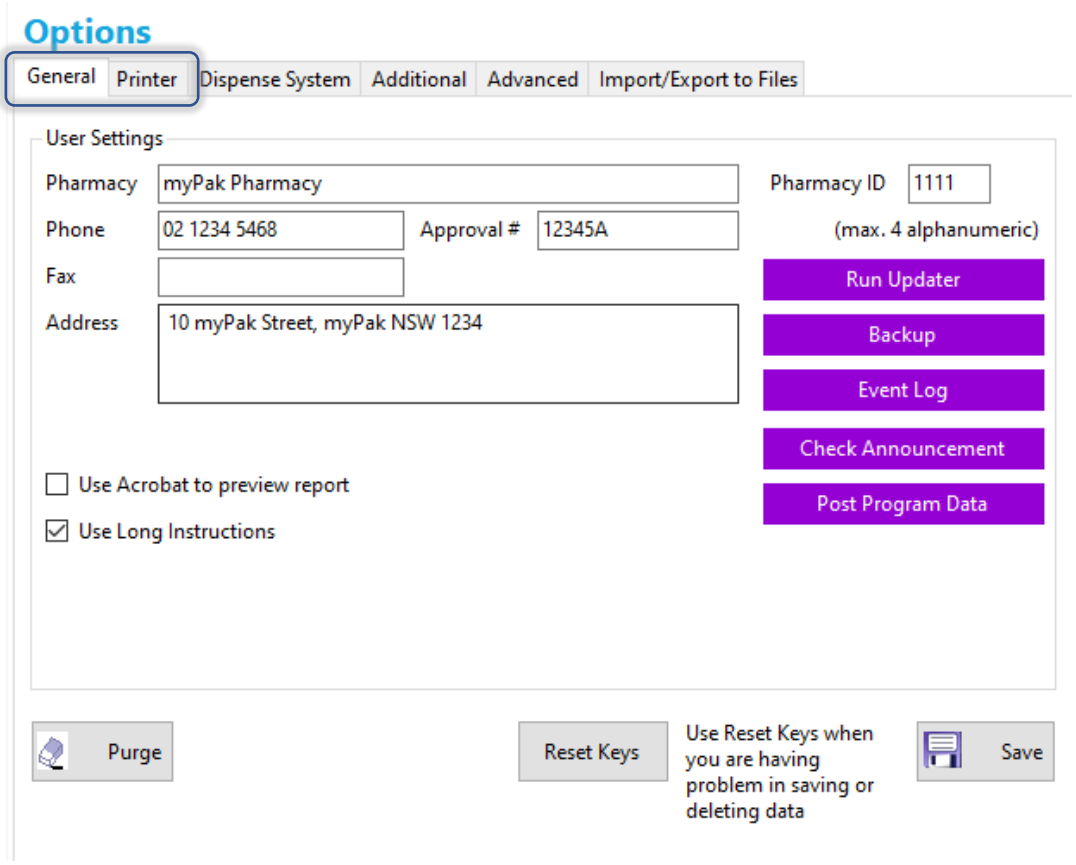
There are pre-populated directions available to you however you can create your own or edit the existing directions.



Options

You can manage your Pharmacy's details and set your Printer settings via the Options Tab.

For all other tabs, please refer to myPak Solutions support for further assistance. Changing these options will affect the way your software operates.



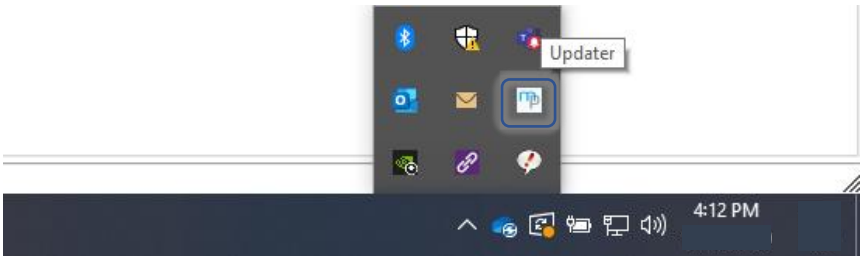
Drug Data & Image Updates

Updater Program:

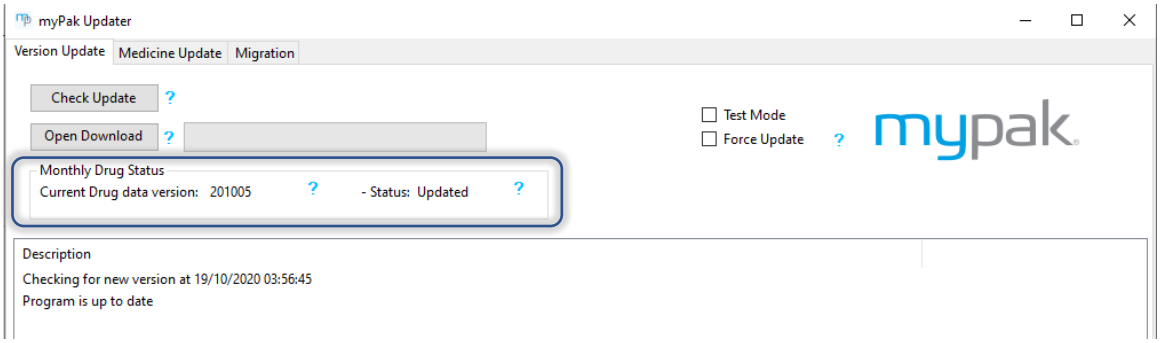
The *Updater* will be automatically run in the background every time you open the myPak software. It will automatically download any drug data and updates to drug images when available from the myPak Solutions server.

The drug updates are generally available and downloaded at the start of every month. To ensure your myPak software has run the latest drug update, follow the below steps:

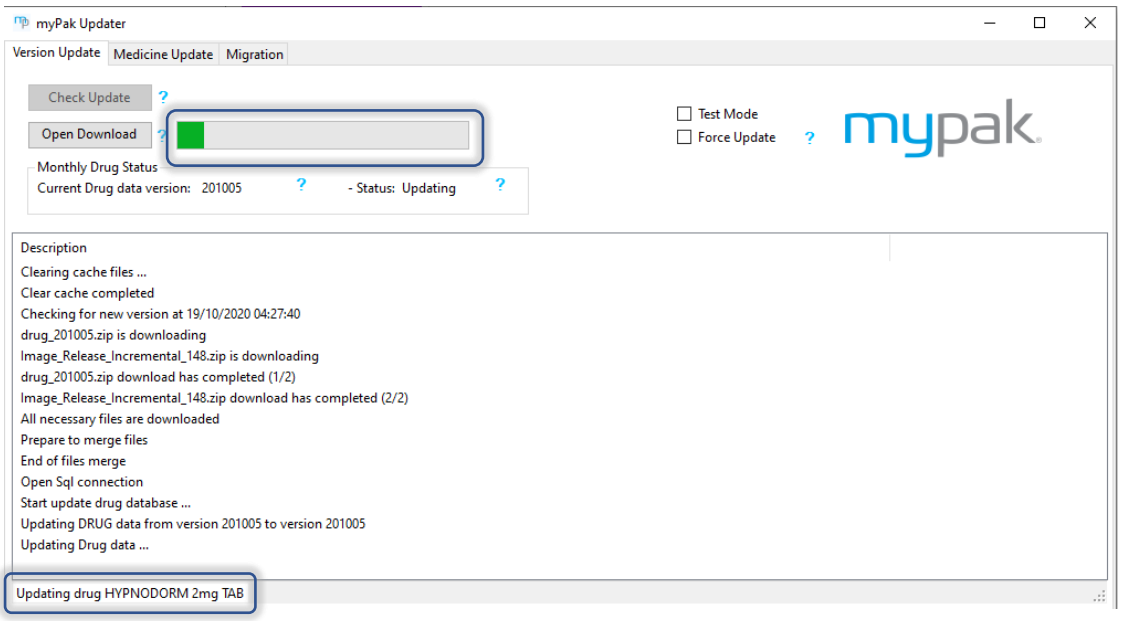
1. Select the myPak updater icon by ticking the arrow to expand all your hidden icons from your taskbar



2. Every time you open the updater, it will check to make sure the software and drug data are up to date.
3. *Monthly Drug Status* will display the current version of the drug data.



4. Select *Check* Update to update your software, drug data and monthly drug images to the latest update



myPak Support

Please submit a Support Case for further assistance and support.

1. Select *Get Support* from the myPak software
2. This will take you to our website, please submit a support case by completing all the applicable fields.
3. You can also access this page via https://www.mypaksolutions.com.au/support/

1800 812 649
support@mypaksolutions.com.au
www.mypaksolutions.com.au/

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